

Occupational Outlook



San Francisco

*A product of the California Cooperative
Occupational Information System*

Sponsored by:

Private Industry Council of San Francisco, Inc.

*California Employment Development
Department*

*California Occupational Information
Coordinating Committee*

1997

PRICE \$10

Occupational Outlook

San Francisco

WINTER 1997

A Product of the
California Cooperative Occupational Information System

Sponsored by:
Private Industry Council of San Francisco, Inc.
California Employment Development Department
California Occupational Information Coordinating Committee

For More Information:
Private Industry Council of San Francisco, Inc.
1650 Mission Street, Suite 300, San Francisco, CA 94103-2490
415/431-8700 Fax/431-8702 TDD 800/735-2929 (CRS)

ACKNOWLEDGMENTS

The Employers

Who took their valuable time to answer over 375 surveys.

Private Industry Council of San Francisco, Inc.

Gary Fitschen, Chairman

Steve Arcelona, President

Greg Marutani, Vice President of Administration

Robert Blanchard, Program Coordinator

Amparo Graham, Research Assistant

Mary Fernandez, Office Manager

Glen Nethercut, Graphic Designer & Layout

**Labor Market Information Division
Employment Development Department**

Peter Paul, Research Manager

Tré Braun, Research Analyst

Other Resources

Representatives of labor unions, training providers, schools and colleges, trade and professional associations, and state and federal agencies who shared their expertise and provided us with supplemental occupational information.

TABLE OF CONTENTS

	<u>Page</u>
Introduction	vii
Program Methods	vii
Explanation of Occupational Summaries Sections/Terms	ix
Occupational Summaries:	
Automotive Body & Related Repairers	
Cabinetmakers & Bench Carpenters	
Cashiers	
Child Care Workers	
Computer Programmers	
Counter & Rental Clerks	
Dental Hygienists	
Heating, Air Conditioning & Refrigeration Mechanics & Installers	
Instructional Aides	
Licensed Vocational Nurses	
Lodging Managers	
Medical & Clinical Laboratory Assistants	
Medical & Clinical Laboratory Technologists	
Office Machine & Cash Register Servicers	
Payroll & Timekeeping Clerks	
Personnel Clerks	
Pharmacy Assistants	
Pharmacy Technicians	
Phlebotomists	
Property & Real Estate Managers & Administrators	
Sales Agents & Placers, Insurance	
Surgical Technicians	
Teachers, Elementary School	
Technical Writers	
Tellers	
Truck Drivers, Light	
Appendix:	
Sample Questionnaire	
Listing of Occupations Surveyed	

INTRODUCTION

The labor market information presented in this report was collected through the cooperative efforts of the Private Industry Council of San Francisco and the Labor Market Information Division of the State of California Employment Development Department as part of the California Cooperative Occupational Information System (CCOIS). The goal of the CCOIS is to improve the match between the labor needs of employers and the skills of job seekers by providing current, localized occupational information. This is the seventh year that the Private Industry Council of San Francisco has participated in the CCOIS program.

This report contains summaries of 26 newly surveyed occupations. The occupational data are based upon confidential surveys conducted with over 375 employers in San Francisco County during the fall of 1997.

The occupational information in the report can be used by a variety of organizations and individuals for many different purposes. Some possible uses include:

Career Decisions: Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment.

Program Planning: This report provides local planners and administrators with employment and training information as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

Curriculum Design: Training providers can assess and update their curriculum based on current

employer needs and projected trends, as indicated in this report.

Economic Development: Local government agencies and economic development organizations will find information on the labor pool (such as occupational size, expected growth rates, and wages) useful in determining the potential for business growth and development in the County's labor market area.

Program Marketing: Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

Human Resource Management: Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

This report is intended to be used as a good reference to base and support these and many other decisions. For further information, please contact the Labor Market Information Unit of the Private Industry Council of San Francisco.

PROGRAM METHODS

Each year, a minimum of 25 occupations are selected for survey research. Employer samples and questionnaires are developed, surveys are conducted with employers, and the resulting data are compiled, analyzed and summarized in a report which is disseminated to users in San Francisco and throughout California. The following is a summary of the methodology used:

Selection of Occupations

Occupational projection tables prepared by the Employment Development Department (EDD) were reviewed. These tables provided past and expected future employment trends and projected job growth rates for occupations in San Francisco County. Based upon this information, a preliminary list of occupations was developed. This list was then reviewed by staff from vocational programs, educational institutions, labor unions, economic development organizations, employers, the Greater Avenues for Independence (GAIN) program, and the Private Industry Council of San Francisco (PIC). These and other users of labor market information were also invited to the PIC's annual community meeting where further comments were solicited. From the input of these representatives and the PIC staff, a final list of occupations for survey was developed.

Definition of Occupations

An occupation is defined as the name or title of a job that identifies the various activities and functions of a worker, i.e., occupations represent what workers do. The method of categorizing occupations used in the CCOIS program is the Occupational Employment Statistics (OES) classification system, developed by the Bureau of Labor Statistics (BLS), U.S. Department of Labor. The OES classification system is used by the BLS to study nationwide staffing patterns within industries; it contains approximately 750 occupational categories and can be linked to a more detailed BLS classification system, the *Dictionary of Occupational Titles*, that contains around 12,000 occupations.

Survey Sample Selection

Survey samples were developed for each of the 26 occupations to be surveyed for 1997. A considerable amount of time was invested to ensure that the samples would be representative in terms of the types of industries and size of employers included in the survey. EDD staff, using detailed databases, developed an initial sample of employers for each of the occupations. The samples were then carefully reviewed by PIC staff and employers were added or deleted in order to obtain a final sample of at least 40 employers per occupation (or as many as could be identified, if fewer than 40).

Questionnaire Development

Separate questionnaires were developed for each of the survey occupations. EDD developed a framework of questions to be asked for each occupation. These questions were then reviewed by PIC staff, and additional skill questions specific to the occupations were added.

Survey Procedures

Questionnaires, along with a cover letter explaining the goals and objectives of the CCOIS program, were mailed to all employers included in the survey sample. Employers were given approximately a two-week "window" period in which to respond. Those who did not respond were called directly in an effort to obtain the information through telephone interviews.

Response goals were set for each occupation based upon the sample size. For a standard-sized sample of 40 employers, the response goal was at least 15 completed questionnaires. For a smaller-sized sample, the response goal was a higher rate. Response goals were also set in terms of industry representation and occupational employment totals.

As part of the survey process, PIC staff members also conducted interviews with labor market intermediaries, including representatives from labor unions, apprenticeship programs, professional associations, and vocational education and training providers, to obtain supplemental occupational information.

Tabulation & Results

Completed questionnaires were entered into a database using customized software developed by EDD and summary tabulations were produced. Using the tabulations and other information gathered from intermediary sources, the data were analyzed and final occupational summaries were prepared by PIC staff. Each occupational summary provides information on training and hiring requirements, labor demand, employment trends, wages and fringe benefits, and other miscellaneous information. Specific employer information is, and always will remain, strictly confidential.

EXPLANATION OF OCCUPATIONAL SUMMARY SECTIONS/TERMS

Occupational Title, OES Code & Definition
Occupations are presented alphabetically according to the Occupational Employment Statistics (OES) classification system. The titles, definitions, and corresponding codes are taken from the *California OES Dictionary*, published by the State of California, Employment Development Department, July 1993; this is a modified version of the *OES Dictionary*, published by the U.S. Department of Labor, Bureau of Labor Statistics. Two of the occupations surveyed (Pharmacy Assistants and Phlebotomists) are not part of the OES classification system. For these occupations, customized codes and job definitions were used to reflect current job responsibilities.

Occupational Skills & Abilities

This section lists a variety of technical, physical, personal, and basic skills rated by employers as important for job entry.

Training, Experience & Other Requirements

This section lists licensing, certification, or registration requirements (if any), training and experience prerequisites, and other qualifications, including education levels of recent hires. Key descriptive terms used in this and other sections of the occupational summaries are:

All — 100 percent of survey respondents

Almost All — 80 to 99 percent of survey respondents

Most — 60 to 79 percent of survey respondents

Many — 40 to 59 percent of survey respondents

Some — 20 to 39 percent of survey respondents

Few — Fewer than 20 percent of survey respondents

Supply & Demand Assessment

This section assesses the relative difficulty

employers report in finding qualified applicants for both entry-level and experienced positions. The following terms are used to classify occupational supply/demand in the County:

Very difficult — Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.

Somewhat difficult — Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

A little difficult — Supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

Not difficult — Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

Employment Statistics & Trends

Occupation Size: This term refers to the estimated number of workers employed in an occupation relative to total non-agricultural employment in the County for 1994 (512,200 workers); this estimate does not include those who are self-employed. Occupational size is classified according to the following scale:

Small — Less than 820 employed (less than .15 percent of total employment)

Medium — Between 820 and 1,540 employed (between .15 to .29 percent of total employment)

Large — Between 1,540 and 3,330 employed (between .30 to .64 percent of total employment)

Very Large — Over 3,330 employed (65 or more percent of total employment)

1994 Estimated Employment: This term represents the estimated number of workers in an occupation.

Projected Job Growth: This term describes the expected occupational growth rate in San Francisco County from 1994-2001. The projections are based upon data contained in the State of California Employment Development Department (EDD) report, *Projections and Planning Information* (San Francisco County). Please be advised that the projections are based upon historical data, long term trends, and the assumption that these trends will continue; given changing economic conditions, readers should supplement this data with other labor market information sources before drawing conclusions.

Occupation Growth: According to the EDD report, the average expected growth rate for all occupations in the County for the period 1994-2001 is 2.8 percent. The terms used to describe projected occupational growth rates are as follows:

Much Faster Than Average — 1.50 times average or more

Faster Than Average — 1.10 to 1.49 times average

Average — .90 to 1.09 times average

Slower Than Average — Less than .90 times average

Stable — No growth projected

Decline — Negative growth projected

It is important to recognize that for most occupations a greater number of job openings occur as a result of workers changing occupations or leaving the labor force than are created by actual job growth.

Wages

This section serves as a guide for comparing salaries of one occupation with another and to indicate an approximate salary range for each occupation. The wage data are shown graphically for three skill and experience levels and, if substantially different, were differentiated into union and nonunion categories. The wage data are not intended to represent official prevailing wages, and using them for wage and salary administration is discouraged.

Hours

This section identifies a range or average number of hours that full-time, part-time, temporary and/or on-call employees may work in the occupation.

Fringe Benefits

This section lists the percentage of employers offering various fringe benefits to full-time and part-time workers. Benefits to part-time workers are not provided when there are relatively few part-time workers in the occupation.

Recruitment Methods

This section lists the major sources that employers use to recruit their employees.

Major Employing Industries

This section identifies the major employing industries for the occupation. The industries are ranked by occupational size, from those employing the largest number of people in the occupation to those employing the least.

Other Sources of Information

EDD routinely prepares more detailed California Occupational Guides for many occupations. If a particular guide is available for an occupation, then the guide's number is provided.

Automotive Body & Related Repairers

OES 853050

Automotive Body and Related Repairers repair, repaint, and refinish automotive vehicle bodies, straighten vehicle frames, and replace damaged vehicle glass.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Metal finishing and body filling skills
- Plastic repair skills
- Frame inspection and repair skills
- Suspension and steering replacement skills
- Welding and cutting skills

Physical Abilities:

- Good physical condition
- Manual dexterity
- Good eye-hand coordination
- Ability to work in awkward positions
- Ability to stand continuously for two or more hours

Personal or Other Skills:

- Ability to provide own hand tools
- Interpersonal skills
- Ability to pay attention to detail
- Ability to work independently
- Willingness to work with close supervision
- Ability to work as part of a team

Basic Skills:

- Basic math skills
- Oral communication skills
- Ability to read and follow instructions

Training, Experience & Other Requirements

Training & Education:

Almost all recent hires have a high school diploma or equivalent. Formal training is available through community colleges and a union apprenticeship program. Applicants for the apprenticeship program, which combines four years of class-room study with on-the-job training, must have a high school diploma or equivalent, a valid California driver's license, be at least 18 years old, and pass a written aptitude test.

Experience:

Most employers require 9-72 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is a little difficult finding inexperienced applicants.

Experienced:

Employers reported it is somewhat difficult finding experienced applicants.

Employment Statistics & Trends

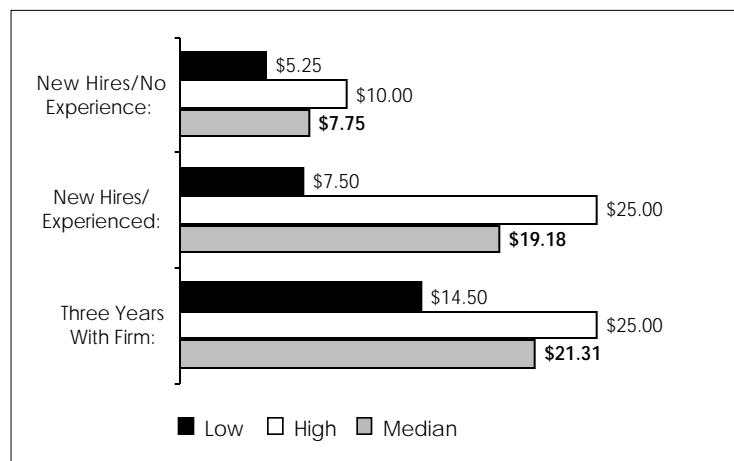
Occupation Size:	Small
1994 Estimated Employment:	390
Projected Job Growth 1994-2001:	-2.6%
Occupation Growth:	Decline *

* In contrast to the above EDD projections, most employers responding to the survey expect their firms' employment in this occupation to remain stable or grow over the next three years.

Number of firms responding to survey: 15

Automotive Body & Related Repairers (cont.)

Hourly Wages: Low, High & Median (Fall 1997)



Wages

Union apprentices start at 50 percent of the journey-level rate and gradually increase to the full journey-level rate after four years.

Hours

Full-time employees work 40-45 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	80%
Paid Sick Leave:	33%
Retirement Plans:	20%
Medical Insurance:	80%
Dental Insurance:	40%
Vision Insurance:	40%
Life Insurance:	20%
Child Care:	0%

No. firms responding: 15/15

Recruitment Methods

Unsolicited Applicants:	73%
Employees' Referrals:	67%
In-house Promotions/Transfers:	33%
Employment Development Department:	27%
Newspaper Advertisements:	27%
Public School/Program Referrals:	13%

Major Employing Industries

Ranked by occupational size

- Automobile Body Repairing & Painting Shops
- Automobile Dealers

Other Sources of Information

- California Occupational Guide No. 68 (1995)

Cabinetmakers & Bench Carpenters

OES 893110

Cabinetmakers and Bench Carpenters cut, shape, and assemble wooden articles, such as store fixtures, office equipment, cabinets, and high grade furniture. They set up and operate a variety of machines, such as power saws, jointers, mortisers, tenoners, molders, and shapers to cut and shape parts from wood stock.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Shop math skills
- Ability to safely use tools and equipment
- Ability to read working drawings
- Ability to read blueprints
- Ability to set up woodworking machines
- Finish carpentry skills

Physical Abilities:

- Manual dexterity
- Good eye-hand coordination
- Good vision

Personal or Other Skills:

- Ability to pay attention to detail
- Ability to work independently
- Willingness to work with close supervision

Basic Skills:

- Oral communication skills
- Ability to read and follow instructions

Training, Experience & Other Requirements

Training & Education:

Most recent hires have a high school diploma or equivalent; some have a college background, but no degree. Formal training is available through private vocational schools, a regional occupational program, and a union sponsored apprenticeship program. Applicants for the apprenticeship program, which combines four years of classroom study with on-the-job training, must be at least 17 years old and have a high school diploma or equivalent.

Experience:

Employers usually require 9-60 months experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is *a little difficult* finding inexperienced applicants.

Experienced:

Employers reported it is *somewhat difficult* finding experienced applicants.

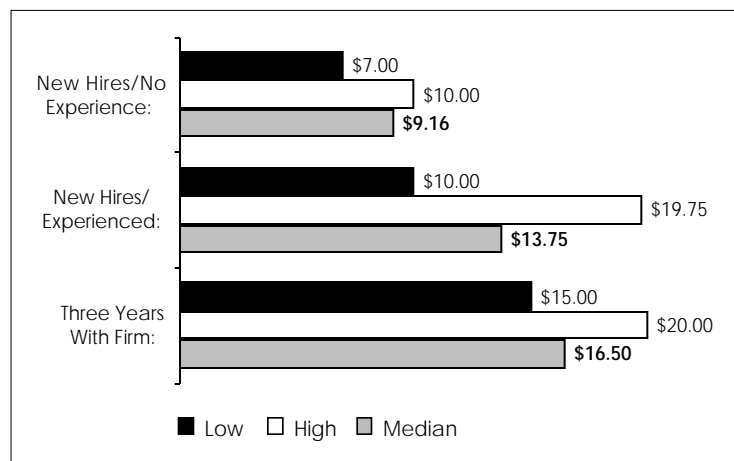
Employment Statistics & Trends

Occupation Size:	Small
1994 Estimated Employment:	210
Projected Job Growth 1994-2001:	4.8%
Occupation Growth:	Much Faster Than Average

Number of firms responding to survey: 16

Cabinetmakers & Bench Carpenters(cont.)

Hourly Wages: Low, High & Median (Fall 1997)



Wages

Union employers pay at the top of the wage range. Union apprentices start at 47 percent of the journey-level rate and gradually increase to the full journey-level rate after four years.

Hours

Full-time employees work 40 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	56%
Paid Sick Leave:	31%
Retirement Plans:	44%
Medical Insurance:	69%
Dental Insurance:	50%
Vision Insurance:	50%
Life Insurance:	31%
Child Care:	6%

No. firms responding: 16/16

Recruitment Methods

Employees' Referrals:	69%
Newspaper Advertisements:	63%
Union Hall Referrals:	25%
In-house Promotions/Transfers:	25%
Unsolicited Applicants:	25%

Major Employing Industries

Ranked by occupational size

- Cabinet Manufacturers
- Furniture Manufacturers

Other Sources of Information

- California Occupational Guide No. 23 (1995)

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Ability to do repetitious work accurately
Problem solving skills
Cash handling skills

Physical Abilities:

Manual dexterity
Ability to stand continuously for two or more hours

Personal or Other Skills:

Pleasant personality
Customer service skills
Good grooming skills
Ability to work under pressure
Ability to work independently
Willingness to work with close supervision

Basic Skills:

Basic math skills
Oral communication skills
Ability to read and follow instructions
Ability to write legibly

Training, Experience & Other Requirements

Training & Education:

Most recent hires have some college background although it is not a requirement for the occupation; a few have a high school diploma or equivalent.

Experience:

Employers sometimes require 6-12 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is *somewhat difficult* finding inexperienced applicants.

Experienced:

Employers reported it is *somewhat difficult* finding experienced applicants.

Employment Statistics & Trends

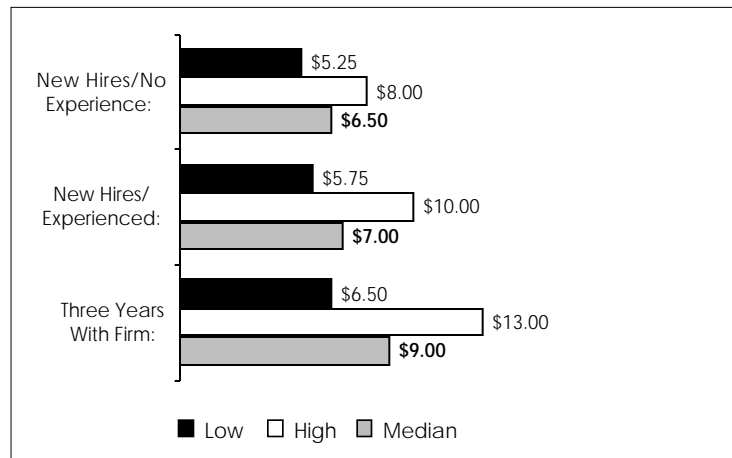
Occupation Size:	Very Large
1994 Estimated Employment:	9,170
Projected Job Growth 1994-2001:	6.7%
Occupation Growth:	Much Faster Than Average

Number of firms responding to survey: 16

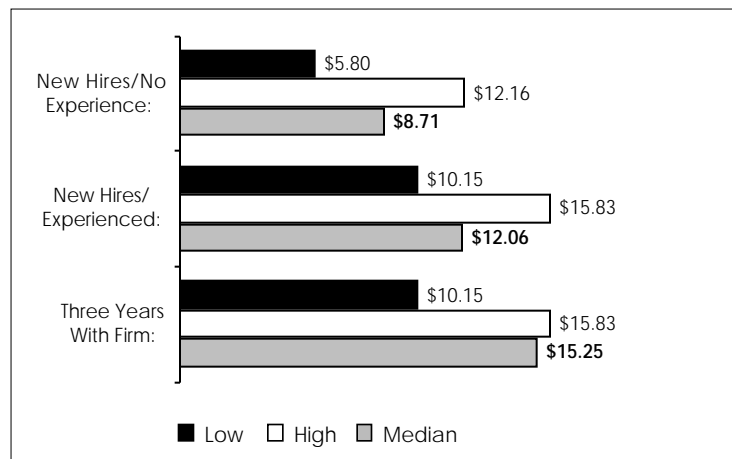
Cashiers (cont.)

Hourly Wages: Low, High & Median (Fall 1997)

Non-Union



Union



Hours

Full-time employees work 35-40 hours/week. There are also some part-time opportunities, averaging 23 hours/week.

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	93%	54%
Paid Sick Leave:	87%	54%
Retirement Plans:	80%	38%
Medical Insurance:	100%	54%
Dental Insurance:	93%	46%
Vision Insurance:	60%	31%
Life Insurance:	60%	23%
Child Care:	7%	0%

No. firms responding: 15/15 13/13

Recruitment Methods

Employees' Referrals:	88%
Unsolicited Applicants:	69%
Newspaper Advertisements:	50%
In-house Promotions/Transfers:	44%
Employment Development Department:	31%
Private School Referrals:	25%
Public School/Program Referrals:	25%
Union Hall Referrals:	25%
Private Employment Agencies:	13%

Major Employing Industries

Ranked by occupational size

- Restaurants
- Grocery Stores
- Drug Stores
- Gas Stations
- Clothing Stores
- Hotels

Other Sources of Information

- California Occupational Guide No. 31 (1995)

Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. This occupation does not include workers whose primary function is to teach in a structured setting.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Knowledge of early childhood development
- Knowledge of child guidance principles
- Ability to work with children having special needs
- Ability to interact effectively with children
- Ability to administer emergency first aid

Physical Abilities:

- Good physical health
- Physical stamina
- Ability to lift at least 40 lbs. repeatedly
- Ability to stand continuously for two or more hours

Personal or Other Skills:

- Understanding of a variety of cultures
- Ability to handle crisis situations
- Conflict resolution skills
- Imagination and creativity
- Organizational skills
- Patience
- Ability to work under pressure
- Ability to work as part of a team
- Ability to work independently
- Willingness to work with close supervision
- Clean police record

Basic Skills:

- Oral communication skills
- Ability to read and follow instructions

Training, Experience & Other Requirements

Licensing:

Child care centers are regulated by the California Department of Social Services. Those which receive state funding are also regulated by the State Department of Education; child care workers who work in these centers are required to be at least 18 years old. Those under 18 years old can work in non-state funded centers if they are either a high school graduate or enrolled in an Early Childhood Education (ECE) training program. In addition, all child care workers must pass a criminal record clearance/child abuse index and a health screening.

Training & Education:

Many recent hires have a high school diploma or equivalent; some have a college background, but no degree. Formal training is available through community colleges and universities.

Experience:

Employers usually require 6-12 months of related experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is somewhat difficult finding inexperienced applicants.

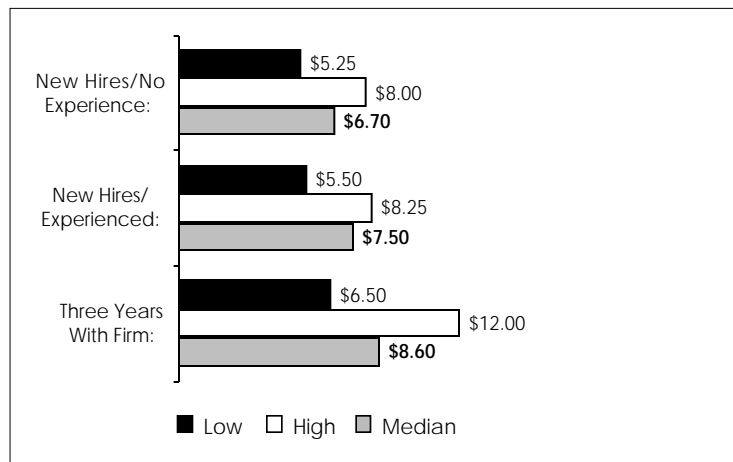
Experienced:

Employers reported it is somewhat difficult finding experienced applicants.

Number of firms responding to survey: 15

Child Care Workers (cont.)

Hourly Wages: Low, High & Median (Fall 1997)



Hours

Full-time employees work 35-40 hours/week. There are also some part-time opportunities, averaging 21 hours/week.

Employment Statistics & Trends

Occupation Size: *Small*
 1994 Estimated Employment: 770
 Projected Job Growth 1994-2001: 2.6%
 Occupation Growth: *Average*

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	90%	67%
Paid Sick Leave:	90%	67%
Retirement Plans:	20%	11%
Medical Insurance:	90%	22%
Dental Insurance:	40%	11%
Vision Insurance:	30%	11%
Life Insurance:	10%	0%
Child Care:	40%	22%

No. firms responding: 10/11 9/10

Recruitment Methods

Newspaper Advertisements:	53%
Employees' Referrals:	47%
Public School/Program Referrals:	47%
In-house Promotions/Transfers:	40%
Unsolicited Applicants:	40%
Employment Development Department:	27%
Private School Referrals:	20%

Major Employing Industries

Ranked by occupational size

- Child Day Care Services
- Nursery Schools

Other Sources of Information

- California Occupational Guide No. 505 (1995)

Computer Programmers convert symbolic statements of administrative data, business, scientific, engineering, and other technical problem formulations into detailed logical flow charts for coding into computer language. They develop and write computer programs to store, locate, and retrieve specific documents, data, and information.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Analytical skills
- Ability to work in abstract concepts
- Problem solving skills
- Ability to write, edit, and debug computer programs
- Ability to write documentation of computer procedures
- Ability to use object oriented programming languages, e.g., C++, Smalltalk
- Ability to use database software
- Knowledge of client/server programming
- Knowledge of 4th/5th generation programming tools
- Knowledge of graphic user interfaces
- Knowledge of a variety of operating systems:
Windows 95 & NT

Personal or Other Skills:

- Ability to concentrate for long periods of time
- Ingenuity and imagination
- Ability to pay attention to detail
- Ability to work under pressure
- Patience
- Persistence
- Ability to work independently
- Ability to work as part of a team

Basic Skills:

- Ability to think logically
- Oral communication skills
- Ability to write effectively

Training, Experience & Other Requirements

Training & Education:

Almost all recent hires have a bachelor's degree.

Experience:

Employers usually require 12-48 months of related experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is *somewhat difficult* finding inexperienced applicants.

Experienced:

Employers reported it is *very difficult* finding experienced applicants.

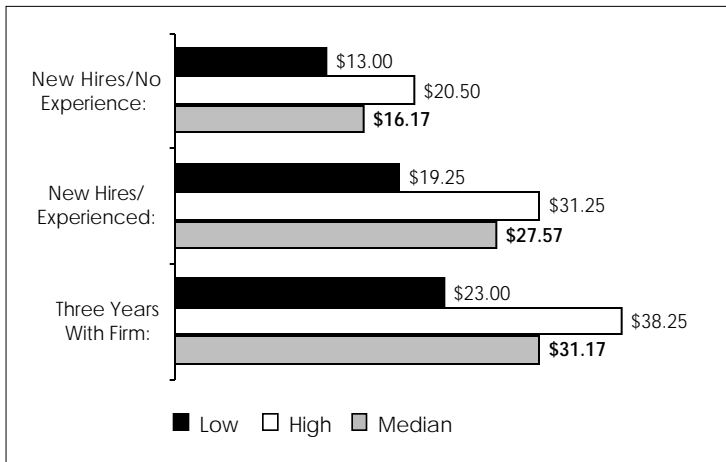
Employment Statistics & Trends

Occupation Size:	Large
1994 Estimated Employment:	3,260
Projected Job Growth 1994-2001:	1.8%
Occupation Growth:	Slower Than Average

Number of firms responding to survey: 15

Computer Programmers (cont.)

Hourly Wages: Low, High & Median (Fall 1997)



Hours

Full-time employees work 37-50 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	100%
Paid Sick Leave:	100%
Retirement Plans:	93%
Medical Insurance:	100%
Dental Insurance:	93%
Vision Insurance:	53%
Life Insurance:	67%
Child Care:	20%

No. firms responding: 15/15

Recruitment Methods

Newspaper Advertisements:	87%
Employees' Referrals:	67%
Private Employment Agencies:	47%
Unsolicited Applicants:	47%
In-house Promotions/Transfers:	40%
Private School Referrals:	27%
Public School/Program Referrals:	27%
Job Fairs	13%

Public agencies also use civil service announcements.

Major Employing Industries

Ranked by occupational size

- Computer Programming & Data Processing Services
- Government Agencies

Other Sources of Information

- California Occupational Guide No. 81 (1995)

Counter & Rental Clerks

OES 490170

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Ability to compute and quote rates
Cash handling skills

Physical Abilities:

Ability to stand continuously for two or more hours

Personal or Other Skills:

Pleasant personality
Customer service skills
Good grooming skills
Ability to work independently
Willingness to work with close supervision
Willingness to work nights, weekends, and holidays

Basic Skills:

Oral communication skills
Ability to read and follow instructions
Ability to write legibly

Training, Experience & Other Requirements

Training & Education:

Many recent hires have a high school diploma or equivalent; some have a college background, but no degree.

Experience:

Employers sometimes require 6-24 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is *somewhat difficult* finding inexperienced applicants.

Experienced:

Employers reported it is *somewhat difficult* finding experienced applicants.

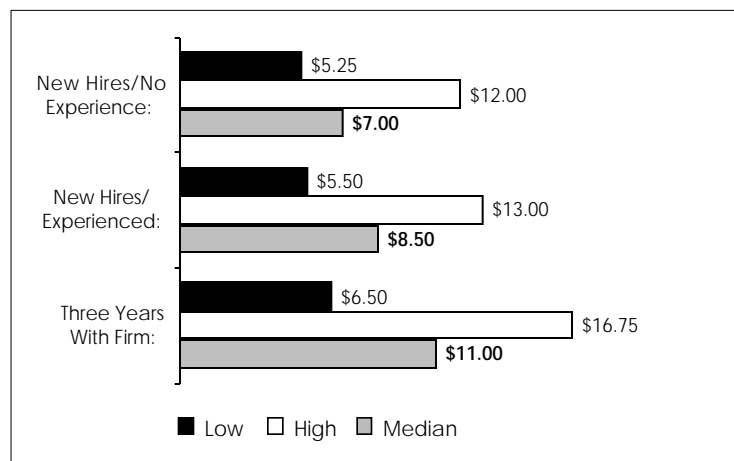
Employment Statistics & Trends

Occupation Size:	Medium
1994 Estimated Employment:	980
Projected Job Growth 1994-2001:	16.3%
Occupation Growth:	Much Faster Than Average

Number of firms responding to survey: 15

Counter & Rental Clerks (cont.)

Hourly Wages: Low, High & Median (Fall 1997)



Hours

Full-time employees work 35-50 hours/week. There are also some part-time opportunities, averaging 22 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	80%
Paid Sick Leave:	73%
Retirement Plans:	40%
Medical Insurance:	73%
Dental Insurance:	53%
Vision Insurance:	40%
Life Insurance:	53%
Child Care:	0%

No. firms responding: 15/15

Recruitment Methods

Employees' Referrals:	93%
Unsolicited Applicants:	67%
Newspaper Advertisements:	60%
In-house Promotions/Transfers:	53%
Employment Development Department:	20%
Private School Referrals:	20%
Public School/Program Referrals:	20%
Job Fairs	13%

Major Employing Industries

Ranked by occupational size

- Automobile & Truck Rental Companies
- Video Tape Rental Stores
- Dry Cleaners
- Equipment Rental & Leasing Companies

Other Sources of Information

- California Occupational Guide No. 511 (1995)

Dental Hygienists

OES 329080

Dental Hygienists perform dental prophylactic treatments and instruct groups and individuals in the care of the teeth and mouth.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Ability to instruct patients in oral hygiene
- Understanding of good diet and nutrition
- Knowledge of anesthesiology
- Ability to synthesize information
- Record keeping skills

Physical Abilities:

- Good physical health
- Manual dexterity
- Ability to sit continuously for two or more hours

Personal or Other Skills:

- Interpersonal skills
- Ability to pay attention to detail
- Good grooming skills
- Ability to work independently
- Ability to work as part of a team

Basic Skills:

- Oral communication skills
- Ability to write legibly

Training, Experience & Other Requirements

Licensing:

Dental Hygienists are required to be licensed in California. Applicants must have successfully completed an American Dental Association accredited dental hygiene training program and pass a written and clinical examination.

Training & Education:

Many recent hires have a bachelor's degree or some college background, but no degree. Formal training is available through community colleges and universities.

Experience:

Most employers require 6-24 months experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is *somewhat difficult* finding inexperienced applicants.

Experienced:

Employers reported it is *somewhat difficult* finding experienced applicants.

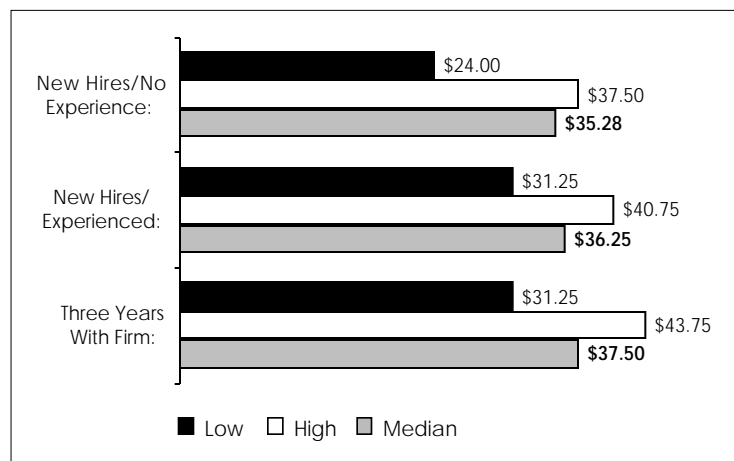
Employment Statistics & Trends

Occupation Size:	Small
1994 Estimated Employment:	600
Projected Job Growth 1994-2001:	8.3%
Occupation Growth:	Much Faster Than Average

Number of firms responding to survey: 15

Dental Hygienists (cont.)

Hourly Wages: Low, High & Median (Fall 1997)



Hours

Full-time employees work 32-40 hours/week. Part-time employees work an average of 18 hours/week.

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	50%	38%
Paid Sick Leave:	38%	38%
Retirement Plans:	25%	31%
Medical Insurance:	63%	38%
Dental Insurance:	38%	31%
Vision Insurance:	0%	8%
Life Insurance:	0%	0%
Child Care:	0%	0%

No. firms responding: 8/8 13/13

Recruitment Methods

Employees' Referrals:	67%
Newspaper Advertisements:	67%
Private Employment Agencies:	40%
Public School/Program Referrals:	20%
Unsolicited Applicants:	20%
In-house Promotions/Transfers:	13%
Private School Referrals:	13%

Major Employing Industries

Ranked by occupational size

- Dental Offices

Other Sources of Information

- California Occupational Guide No. 155 (1995)

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand pipe threading tools. They may also install and repair cooling and central air conditioning systems. This occupation does not include workers who do only plumbing and pipefitting work.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Knowledge of air conditioning, refrigeration and heating theory
- Knowledge of different fuels and refrigerants
- Knowledge of electrical fundamentals
- Knowledge of refrigeration fundamentals
- Ability to maintain, inspect, and repair climate control systems
- Ability to install climate control systems
- Ability to use instruments and meters
- Ability to read blueprints
- Troubleshooting skills

Physical Abilities:

- Manual dexterity
- Good color perception
- Ability to lift and move at least 75 lbs.
- Ability to work in awkward positions

Personal or Other Skills:

- Customer service skills
- Ability to pay attention to detail
- Ability to work under pressure
- Ability to work independently
- Willingness to work on-call
- Valid driver's license

Basic Skills:

- Basic math skills
- Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Almost all recent hires have a high school diploma or equivalent. Formal training is available through community colleges and a union apprenticeship program. Applicants for the apprenticeship program, which combines five years of classroom study with on-the-job training, must be at least 17 years old, have a high school diploma or equivalent, and a valid California driver's license. Those selected for the program begin as "pre-apprentices" and can be promoted to apprentices.

Experience:

Most employers require 12-60 months of related experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is somewhat difficult finding inexperienced applicants.

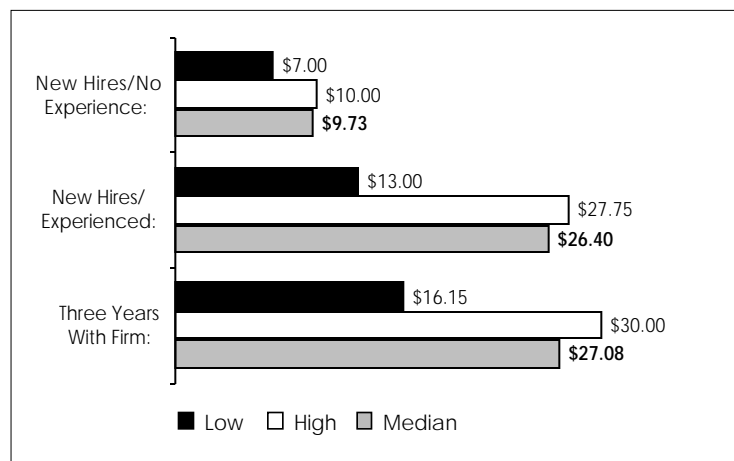
Experienced:

Employers reported it is somewhat difficult finding experienced applicants.

Number of firms responding to survey: 16

Heating, Air Conditioning & Refrigeration Mechanics (cont.)

Hourly Wages: Low, High & Median (Fall 1997)



Wages

Union employers pay at the top of the wage range. Union apprentices start at 35 percent of the journey-level rate and gradually increase to the full journey-level rate after five years.

Hours

Full-time employees work 35-45 hours/week.

Employment Statistics & Trends

Occupation Size: *Small*
1994 Estimated Employment: 350
Projected Job Growth 1994-2001: 8.6%
Occupation Growth: *Much Faster than Average*

Fringe Benefits

	Full-time
Paid Vacation:	44%
Paid Sick Leave:	25%
Retirement Plans:	75%
Medical Insurance:	94%
Dental Insurance:	69%
Vision Insurance:	63%
Life Insurance:	25%
Child Care:	0%

No. firms responding: 16/16

Recruitment Methods

Employees' Referrals:	75%
Union Hall Referrals:	44%
Newspaper Advertisements:	38%
Unsolicited Applicants:	38%
In-house Promotions/Transfers:	19%
Public School/Program Referrals:	13%

Major Employing Industries

Ranked by occupational size

- Heating & Air Conditioning Contractors

Other Sources of Information

- California Occupational Guide No. 32 (1996)

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts, and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Understanding of class materials and instructional methods

Ability to administer emergency first aid

Problem solving skills

Conflict resolution skills

Physical Abilities:

Ability to stand continuously for two or more hours

Ability to sit continuously for two or more hours

Personal or Other Skills:

Understanding of a variety of cultures

Interpersonal skills

Organizational skills

Patience

Ability to work independently

Willingness to work with close supervision

Ability to work as part of a team

Basic Skills:

Oral communication skills

Ability to read and follow instructions

Ability to write effectively

Training, Experience & Other Requirements

Training & Education:

Most recent hires in public schools have a high school diploma or equivalent. Almost all recent hires in private schools have a bachelor's degree.

Experience:

Employers sometimes require 6-12 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is a little difficult finding inexperienced applicants.

Experienced:

Employers reported it is a little difficult finding experienced applicants.

Employment Statistics & Trends

Occupation Size: Very Large

1994 Estimated Employment: 3,590

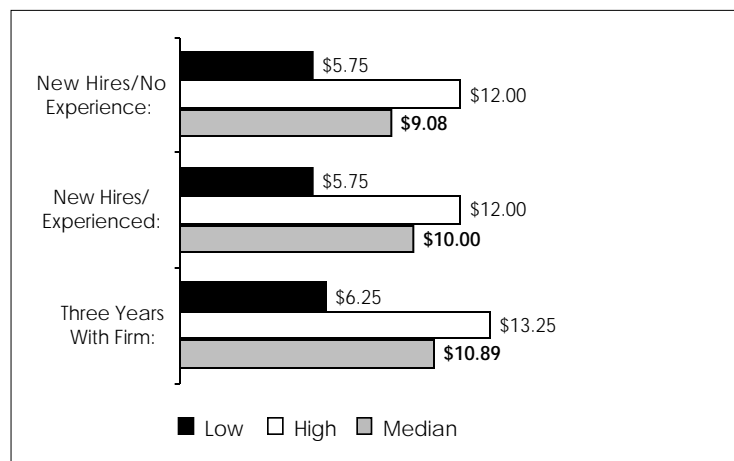
Projected Job Growth 1994-2001: 12%

Occupation Growth: Much Faster Than Average

Number of firms responding to survey: 14

Instructional Aides (cont.)

Hourly Wages: Low, High & Median (Fall 1997)



Hours

Full-time employees work 35-40 hours/week. Part-time employees work an average of 20 hours/week.

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	79%	40%
Paid Sick Leave:	86%	40%
Retirement Plans:	64%	60%
Medical Insurance:	93%	40%
Dental Insurance:	86%	40%
Vision Insurance:	43%	20%
Life Insurance:	64%	40%
Child Care:	14%	0%

No. firms responding: 14/14 5/5

Recruitment Methods

Private School Referrals:	64%
Public School/Program Referrals:	64%
Employees' Referrals:	57%
Newspaper Advertisements:	50%
Unsolicited Applicants:	43%
In-house Promotions/Transfers:	21%

Major Employing Industries

Ranked by occupational size

- Elementary & Secondary Schools

Other Sources of Information

- California Occupational Guide No. 502 (1996)

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Ability to administer medications
- Ability to administer injections
- Ability to provide personal services to patients
- Ability to apply transferring techniques moving patients
- Ability to detect complications in patients
- Knowledge of nutrition
- Knowledge of pharmacology
- Understanding of asepsis
- IV certification (post-licensing)
- Record keeping skills

Physical Abilities:

- Physical stamina
- Ability to stand continuously for two or more hours

Personal or Other Skills:

- Understanding of a variety of cultures
- Interpersonal skills
- Emotional stability
- Caring and sympathetic attitude
- Good grooming skills
- Ability to handle crisis situations
- Ability to work under pressure
- Ability to work independently
- Ability to work as part of a team
- Willingness to work with close supervision
- Willingness to work nights, weekends, and holidays

Basic Skills:

- Basic math skills
- Oral communication skills
- Ability to follow written and oral instructions
- Ability to write effectively

Training, Experience & Other Requirements

Licensing:

Licensed Vocational Nurses (LVNs) are required to be licensed in California. Applicants must be at least 17 years old, have a high school diploma or equivalent, successfully completed an accredited vocational nursing program (or have an equivalent combination of education and experience), and pass a written examination.

Training & Education:

In addition to LVN training, some recent hires have an associate degree. Formal training is available through community colleges.

Experience:

Most employers require 6-12 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is a little difficult finding inexperienced applicants.

Experienced:

Employers reported it is a little difficult finding experienced applicants.

Number of firms responding to survey: 19

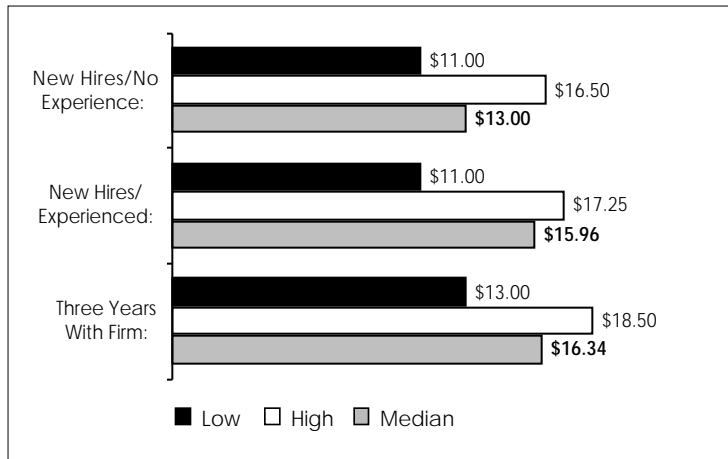
Licensed Vocational Nurses (cont.)

Employment Statistics & Trends

Occupation Size:	Large
1994 Estimated Employment:	1,620
Projected Job Growth 1994-2001:	-2.5%
Occupation Growth:	Decline *

* In contrast to the above EDD projections, most employers responding to the survey expect their firms' employment in this occupation to remain stable or grow over the next three years.

Hourly Wages: Low, High & Median (Fall 1997)



Hours

Full-time employees work 40 hours/week. There are also many part-time and some temporary/on-call opportunities, averaging 23 hours/week and 17 hours/week, respectively.

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	86%	64%
Paid Sick Leave:	86%	64%
Retirement Plans:	57%	64%
Medical Insurance:	93%	55%
Dental Insurance:	79%	55%
Vision Insurance:	71%	64%
Life Insurance:	43%	45%
Child Care:	0%	0%

No. firms responding: 14/14 11/11

Recruitment Methods

Employees' Referrals:	89%
Newspaper Advertisements:	78%
Unsolicited Applicants:	50%
In-house Promotions/Transfers:	44%
Public School/Program Referrals:	39%
Private School Referrals:	22%
Employment Development Department:	17%

Major Employing Industries

Ranked by occupational size

- Acute Care Hospitals
- Skilled Nursing Care Facilities
- Nurses' Registries
- Home Health Agencies

Other Sources of Information

- California Occupational Guide No. 313 (1995)

Lodging Managers

OES 150262

Lodging Managers plan, organize, direct, control, or coordinate activities of an organization or department that provides lodging such as hotels, motels, or tourist courts.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Front office management skills
- Housekeeping management skills
- Property management skills
- Personnel management skills
- Sales and marketing skills
- Financial management skills
- Cost control skills
- Leadership skills
- Problem solving skills
- Supervisory skills
- Knowledge of hospitality management information systems
- Ability to use word processing and spreadsheet software

Personal or Other Skills:

- Interpersonal skills
- Organizational skills
- Ability to work under pressure
- Ability to manage multiple priorities
- Ability to pay attention to detail
- Ability to work independently
- Ability to work as part of a team
- Willingness to work nights, weekends, and holidays

Basic Skills:

- Business math skills
- Oral communication skills
- Ability to write effectively

Training, Experience & Other Requirements

Training & Education:

Most recent hires have a bachelor's degree; some have a college background, but no degree. Formal training is available through private vocational schools, community colleges, and universities.

Experience:

Almost all employers require 12-60 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is a little difficult finding inexperienced applicants.

Experienced:

Employers reported it is somewhat difficult finding experienced applicants.

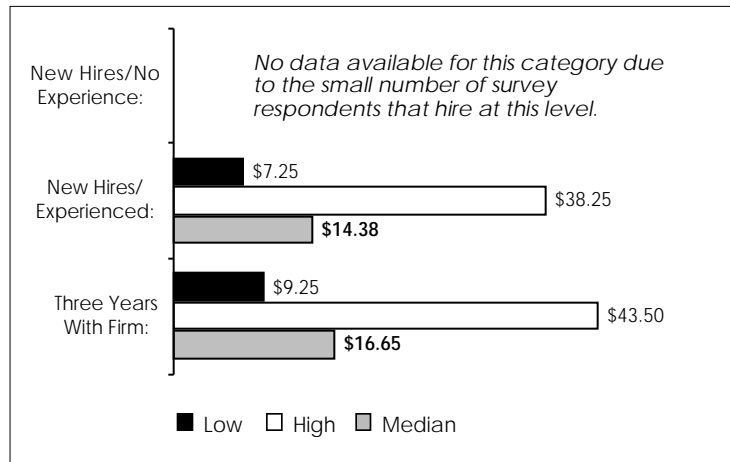
Employment Statistics & Trends

Occupation Size:	Small
1994 Estimated Employment:	720
Projected Job Growth 1994-2001:	2.8%
Occupation Growth:	Average

Number of firms responding to survey: 15

Lodging Managers (cont.)

Hourly Wages: Low, High & Median (Fall 1997)



Wages

In addition to the above wage range, a few employers offer bonuses.

Hours

Full-time employees work 40-72 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	100%
Paid Sick Leave:	93%
Retirement Plans:	80%
Medical Insurance:	100%
Dental Insurance:	100%
Vision Insurance:	93%
Life Insurance:	93%
Child Care:	33%

No. firms responding: 15/15

Recruitment Methods

In-house Promotions/Transfers:	80%
Employees' Referrals:	53%
Newspaper Advertisements:	53%
Unsolicited Applicants:	47%
Private Employment Agencies:	27%
Employment Development Department:	13%

Major Employing Industries

Ranked by occupational size

- Hotels & Motels

Other Sources of Information

- California Occupational Guide No. 114 (1995)

Medical and Clinical Laboratory Assistants perform routine tasks in a medical laboratory. They may set up and operate automated equipment which does not require interpretation or judgment to read the results. They may label, centrifuge, and transfer specimens, transcribe results, and prepare culture media and reagents. They may also perform venipuncture if certified to do so. They work under the supervision of a Medical Laboratory Technologist.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Analytical skills
- Problem solving skills
- Knowledge of medical terminology
- Ability to prepare laboratory equipment, culture media, and reagents
- Ability to perform specimen processing procedures
- Data entry skills
- Blood drawing skills (state certified phlebotomist)

Physical Abilities:

- Manual dexterity
- Good vision
- Ability to sit continuously for two or more hours
- Ability to stand continuously for two or more hours

Personal or Other Skills:

- Ability to concentrate for long periods of time
- Ability to pay attention to detail
- Emotional stability
- Ability to work under pressure
- Ability to work independently
- Willingness to work with close supervision
- Ability to work as part of a team
- Willingness to work nights, weekends, and holidays

Basic Skills:

- Oral communication skills
- Ability to write effectively
- Ability to read and follow instructions
- Ability to write legibly

Training, Experience & Other Requirements

Certification:

Medical and Clinical Laboratory Assistants who draw blood from patients are required to be certified in California. Applicants must have successfully completed a state approved phlebotomy training program.

Training & Education:

Most recent hires have a high school diploma or equivalent; some have a college background, but no degree. California law requires that Medical and Clinical Laboratory Assistants have at least a high school diploma or equivalent.

Experience:

Most employers require 6-36 months of related experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is a little difficult finding inexperienced applicants.

Experienced:

Employers reported it is somewhat difficult finding experienced applicants.

Number of firms responding to survey: 9

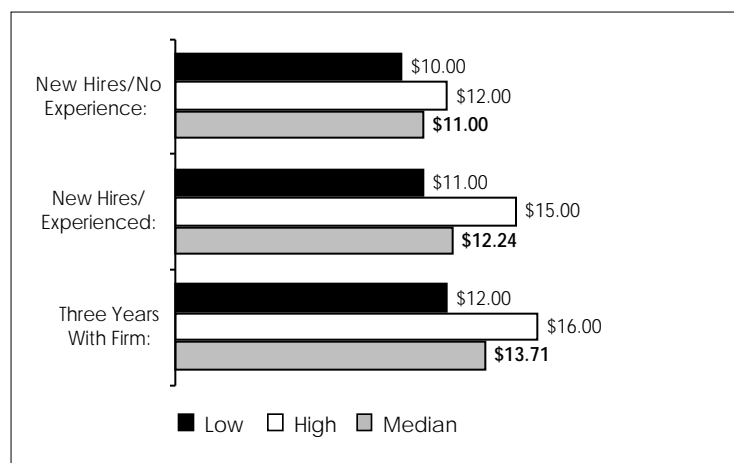
Medical & Clinical Laboratory Assistants (cont.)

Employment Statistics & Trends

Occupation Size:	Small
1992 Estimated Employment:	520
Projected Job Growth 1992-99:	-7.7%
Occupation Growth:	Decline*

* In contrast to the above EDD projections, most employers responding to the survey expect their firms' employment in this occupation to remain stable or grow over the next three years.

Hourly Wages: Low, High & Median (Fall 1997)



Hours

Full-time employees work 40 hours/week. There are also some part-time and temporary/on-call opportunities, averaging 25 hours/week and 15 hours/week, respectively. Medical and Clinical Laboratory Assistants who work in acute care hospitals or blood banks may be required to work evenings, nights and/or weekends.

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	100%	71%
Paid Sick Leave:	100%	71%
Retirement Plans:	100%	57%
Medical Insurance:	100%	71%
Dental Insurance:	100%	57%
Vision Insurance:	100%	71%
Life Insurance:	88%	43%
Child Care:	0%	0%

No. firms responding: 8/8 7/7

Recruitment Methods

Employees' Referrals:	67%
In-house Promotions/Transfers:	56%
Unsolicited Applicants:	56%
Newspaper Advertisements:	33%
Private School Referrals:	33%
Public School/Program Referrals:	22%

Major Employing Industries

Ranked by occupational size

- Acute Care Hospitals
- Blood Banks
- Independent Clinical Laboratories

Other Sources of Information

- California Occupational Guide No. N/A

Medical and Clinical Laboratory Technologists perform a wide range of complex procedures in the general areas of the clinical laboratory or perform specialized procedures in such areas as cytology, histology, and microbiology. Their duties may include supervising and coordinating activities of workers engaged in laboratory testing. This occupation includes workers who teach medical technology when teaching is not their primary activity.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Ability to follow laboratory procedures
- Problem solving skills
- Ability to synthesize information
- Analytical skills
- Supervisory skills
- Record keeping skills

Physical Abilities:

- Manual dexterity
- Good vision
- Ability to stand continuously for two or more hours

Personal or Other Skills:

- Ability to concentrate for long periods of time
- Ability to pay attention to detail
- Emotional stability
- Ability to work under pressure
- Ability to work independently
- Willingness to work with close supervision
- Ability to work as part of a team

Basic Skills:

- Oral communication skills
- Ability to write effectively

Training, Experience & Other Requirements

Licensing:

Medical & Clinical Laboratory Technologists (Clinical Laboratory Scientists) are required to be licensed in California. Applicants must either have a bachelor's degree in clinical laboratory science or a related degree which includes clinical laboratory course work plus one year of clinical laboratory training. In addition, all applicants must pass a written examination.

Training & Education:

All recent hires have met the above minimum requirements.

Experience:

Most employers require 6-30 months of related experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is a little difficult finding inexperienced applicants.

Experienced:

Employers reported it is a little difficult finding experienced applicants.

Number of firms responding to survey: 15

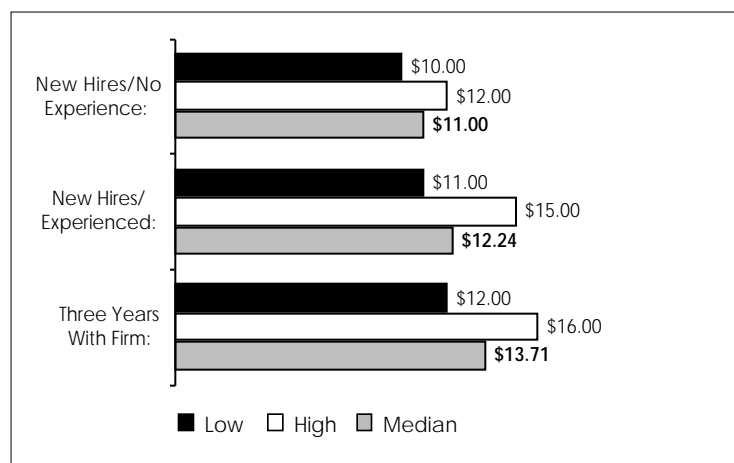
Medical & Clinical Laboratory Technologists (cont.)

Employment Statistics & Trends

Occupation Size:	Small
1994 Estimated Employment:	590
Projected Job Growth 1994-2001:	-6.8%
Occupation Growth:	Decline*

* In contrast to the above EDD projections, many employers responding to the survey expect their firms' employment in this occupation to remain stable over the next three years.

Hourly Wages: Low, High & Median (Fall 1997)



Hours

Full-time employees work 35-50 hours/week. There are also some part-time and a few temporary/on-call opportunities, averaging 20 hours/week and 14 hours/week, respectively. Medical & Clinical Laboratory Technologists who work in acute care hospitals may be required to work evenings, nights, and/or weekends.

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	100%	33%
Paid Sick Leave:	100%	33%
Retirement Plans:	85%	22%
Medical Insurance:	100%	44%
Dental Insurance:	85%	44%
Vision Insurance:	92%	44%
Life Insurance:	85%	44%
Child Care:	0%	0%

No. firms responding: 13/13 9/9

Recruitment Methods

Employees' Referrals:	80%
In-house Promotions/Transfers:	60%
Newspaper Advertisements:	60%
Unsolicited Applicants:	47%
Public School/Program Referrals:	33%
Private School Referrals:	20%

Major Employing Industries

Ranked by occupational size

- Acute Care Hospitals
- Independent Clinical Laboratories
- Blood Banks
- Neighborhood Clinics

Other Sources of Information

- California Occupational Guide No. 17 (1996)

Office Machine & Cash Register Servicers

OES 859260

Office Machine and Cash Register Servicers repair and service cash registers and office machines, such as adding, accounting, calculating, duplicating, and typewriting. They may repair manual, electrical and electronic office machines. This occupation does not include workers who primarily repair word processing or other computerized systems.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Ability to read schematics and logic diagrams
- Knowledge of basic electronics concepts
- Knowledge of digital electronics concepts
- Ability to use electronic meters/scopes
- Troubleshooting skills
- Ability to safely use tools and equipment
- Record keeping skills

Physical Abilities:

- Manual dexterity
- Good vision

Personal or Other Skills:

- Customer service skills
- Good grooming skills
- Ability to work independently
- Willingness to work on-call
- Valid driver's license

Basic Skills:

- Basic math skills
- Oral communication skills
- Ability to read and follow instructions

Training, Experience & Other Requirements

Training & Education:

Almost all recent hires have some college background; some have an associate degree. Formal training is available through private vocational schools and community colleges.

Experience:

Most employers require 6-18 months of related experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is somewhat difficult finding inexperienced applicants.

Experienced:

Employers reported it is somewhat difficult finding experienced applicants.

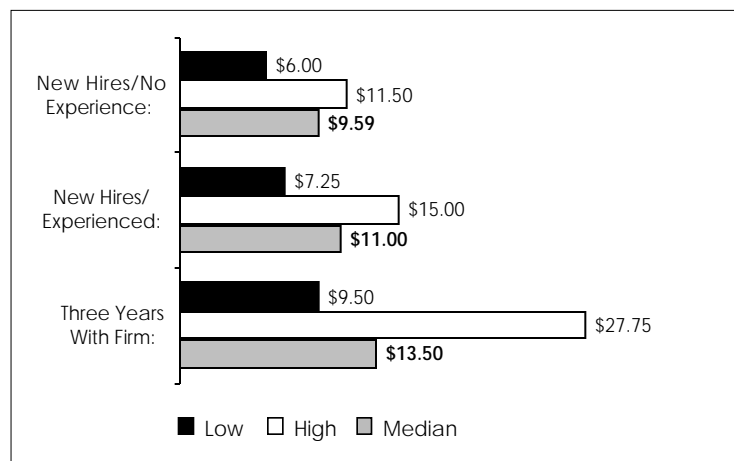
Employment Statistics & Trends

Occupation Size:	Small
1994 Estimated Employment:	200
Projected Job Growth 1994-2001:	5.0%
Occupation Growth:	Much Faster Than Average

Number of firms responding to survey: 15

Office Machine & Cash Register Servicers (cont.)

Hourly Wages: Low, High & Median (Fall 1997)



Hours

Full-time employees work 40 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	87%
Paid Sick Leave:	87%
Retirement Plans:	47%
Medical Insurance:	93%
Dental Insurance:	67%
Vision Insurance:	47%
Life Insurance:	60%
Child Care:	7%

No. firms responding: 15/15

Recruitment Methods

Newspaper Advertisements:	87%
Employees' Referrals:	67%
Unsolicited Applicants:	47%
Private School Referrals:	40%
Employment Development Department:	27%
In-house Promotions/Transfers:	20%
Public School/Program Referrals:	20%

Major Employing Industries

Ranked by occupational size

- Office Equipment & Repair Companies

Other Sources of Information

- California Occupational Guide No. 405 (1995)

Payroll & Timekeeping Clerks

OES 553410

Payroll and Timekeeping Clerks compute wages and post wage data to payroll records and/or keep a daily record showing time of arrival and departure from work of employees. They compute earnings from timesheets and work tickets using a calculator. They operate posting machines to compute and subtract deductions. They enter net wages on earnings record cards, check stubs, and payroll sheets.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Ability to calculate gross pay based upon employee status, rate of pay, etc.
- Ability to analyze and correct processing errors
- Ability to calculate and enter deduction information
- Ability to calculate special payments, i.e., bonuses
- Ability to verify/validate INS Forms W-9 and Form W-4
- Ability to stay abreast of changes in tax and deduction laws
- Ability to operate 10-key adding machine by touch
- Problem solving skills
- Data entry skills
- Ability to use word processing and spreadsheet software
- Record keeping skills

Personal or Other Skills:

- Ability to pay attention to detail
- Ability to work as part of a team
- Willingness to work with close supervision
- Ability to work independently

Basic Skills:

- Business math skills
- Ability to read and follow instructions
- Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Almost all recent hires have some college background; a few have a high school diploma or equivalent.

Experience:

Most employers require 12-24 months of related experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is a little difficult finding inexperienced applicants.

Experienced:

Employers reported it is somewhat difficult finding experienced applicants.

Employment Statistics & Trends

Occupation Size:	Medium
1994 Estimated Employment:	880
Projected Job Growth 1994-2001:	-4.5%
Occupation Growth:	Decline*

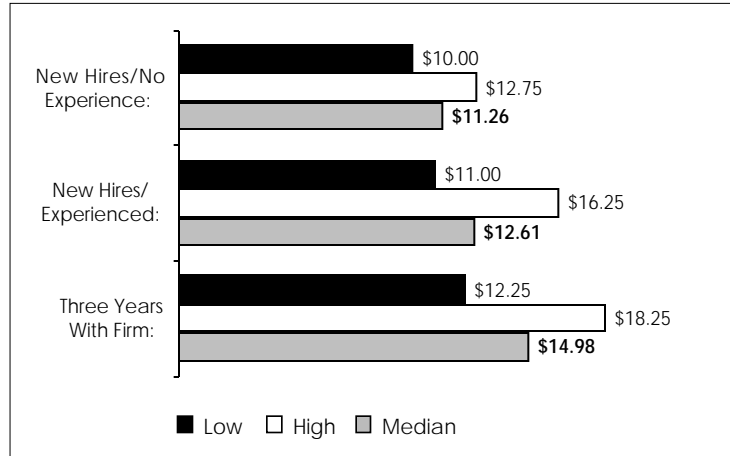
* In contrast to the above EDD projections, many employers responding to the survey expect their firms' employment in this occupation to remain stable over the next three years.

Number of firms responding to survey: 15

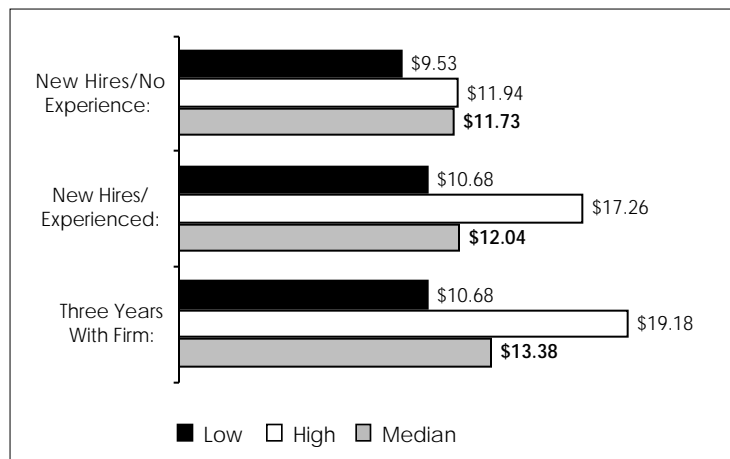
Payroll & Timekeeping Clerks (cont.)

Hourly Wages: Low, High & Median (Fall 1997)

Non-Union



Union



Hours

Full-time employees work 38-50 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	87%
Paid Sick Leave:	93%
Retirement Plans:	100%
Medical Insurance:	100%
Dental Insurance:	93%
Vision Insurance:	87%
Life Insurance:	80%
Child Care:	20%

No. firms responding: 15/15

Recruitment Methods

In-house Promotions/Transfers:	67%
Newspaper Advertisements:	53%
Employees' Referrals:	40%
Private Employment Agencies:	40%
Unsolicited Applicants:	27%
Public School/Program Referrals:	20%

Public agencies also use civil service announcements.

Major Employing Industries

Ranked by occupational size

- Government Agencies
- Hotels
- Temporary Employment Agencies
- Acute Care Hospitals

Other Sources of Information

- California Occupational Guide
No. N/A

Personnel Clerks, Except Payroll and Timekeeping, compile and keep personnel records. They record data for each employee, such as address, weekly earnings, absences, amount of sales or production, supervisory reports on ability, and on the date of and reason for termination. They also compile and type reports from employment records, file employment records, and search employee files and furnish information to authorized persons. This occupation does not include workers whose primary responsibilities are to compute and post payroll or timekeeping records.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Ability to explain organizational policies
- Alphabetic and numeric filing skills
- Data entry skills
- Telephone answering skills
- Ability to type at least 45 wpm
- Ability to use word processing and spreadsheet software
- Record keeping skills

Personal or Other Skills:

- Interpersonal skills
- Ability to pay attention to detail
- Organizational skills
- Ability to work independently
- Willingness to work with close supervision
- Ability to work as part of a team

Basic Skills:

- Oral communication skills
- Basic math skills
- Ability to read and follow instructions
- Ability to write effectively

Training, Experience & Other Requirements

Training & Education:

Many recent hires have a high school diploma or equivalent. Some have a college background, but no degree or a bachelor's degree.

Experience:

Many employers require 6-24 months of related experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is somewhat difficult finding inexperienced applicants.

Experienced:

Employers reported it is a little difficult finding experienced applicants.

Employment Statistics & Trends

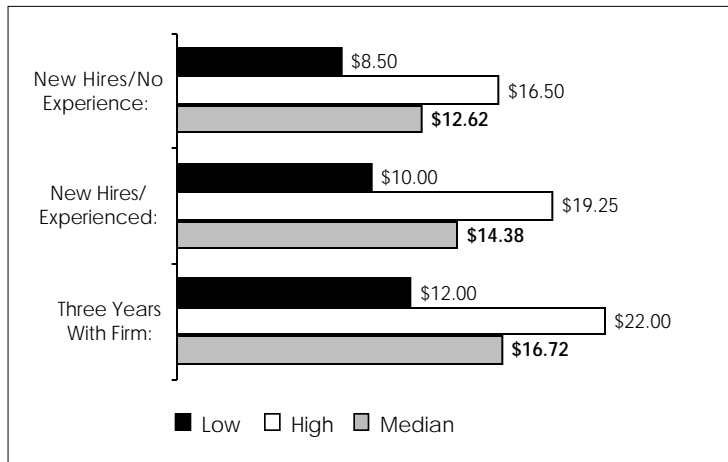
Occupation Size:	Medium
1994 Estimated Employment:	900
Projected Job Growth 1994-2001:	-18.9%
Occupation Growth:	Decline*

* In contrast to the above EDD projections, most employers responding to the survey expect their firms' employment in this occupation to remain stable over the next three years.

Number of firms responding to survey: 15

Personnel Clerks (cont.)

Hourly Wages: Low, High & Median (Fall 1997)



Hours

Full-time employees work 35-50 hours/week. There are also a few part-time opportunities, averaging 21 hours/week.

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	93%	50%
Paid Sick Leave:	100%	50%
Retirement Plans:	93%	50%
Medical Insurance:	100%	50%
Dental Insurance:	86%	25%
Vision Insurance:	79%	25%
Life Insurance:	93%	25%
Child Care:	14%	0%

No. firms responding: 14/14 4/4

Recruitment Methods

In-house Promotions/Transfers:	73%
Newspaper Advertisements:	60%
Employees' Referrals:	33%
Employment Development Department:	33%
Private Employment Agencies:	33%

Public agencies also use civil service announcements.

Major Employing Industries

Ranked by occupational size

- Government Agencies
- Hotels
- Temporary Employment Agencies
- Acute Care Hospitals
- Insurance Agents, Brokers, & Services

Other Sources of Information

- California Occupational Guide
No. N/A

Pharmacy Assistants

OES 660260999

Pharmacy Assistants type prescription labels, enter prescription labels, enter prescription information into a computer record system, and perform other clerical tasks. At the direction of the pharmacist, they may also request and receive refill authorizations. They may also be known as Pharmacy Clerks.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Cash handling skills
Ability to operate a cash register
Ability to type at least 30 wpm
Data entry skills
Record keeping skills
Clean police record

Physical Abilities:

Ability to stand continuously for two or more hours
Ability to lift at least 30 lbs. repeatedly

Personal or Other Skills:

Customer service skills
Good grooming skills
Ability to work under pressure
Ability to pay attention to detail
Ability to work independently
Willingness to work with close supervision
Ability to work as part of a team
Willingness to work nights, weekends, and holidays

Basic Skills:

Basic math skills
Oral communication skills
Ability to read and follow instructions
Ability to write legibly

Training, Experience & Other Requirements

Training & Education:

Many recent hires have some college background; some have an associate degree.

Experience:

Most employers do not require related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is a little difficult finding inexperienced applicants.

Experienced:

Employers reported it is a little difficult finding experienced applicants.

Employment Statistics & Trends

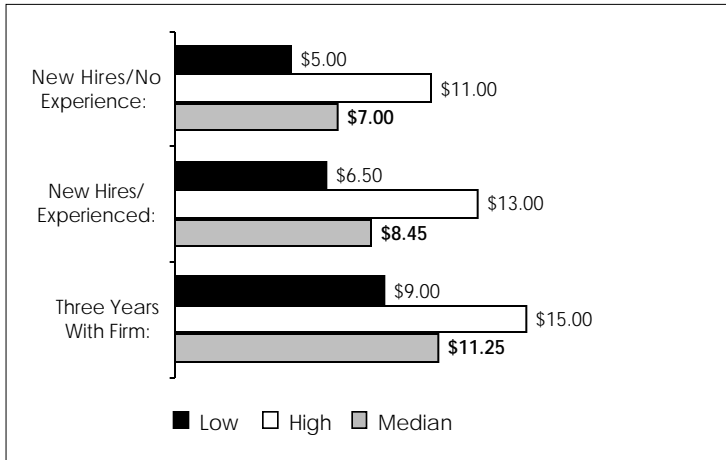
Occupation Size:	Small
1994 Estimated Employment:	N/A
Projected Job Growth 1994-2001:	N/A
Occupation Growth:	*

* Most employers responding to the survey expect their firms' employment in this occupation to remain stable over the next three years.

Number of firms responding to survey: 10

Pharmacy Assistants (cont.)

Hourly Wages: Low, High & Median (Fall 1997)



Hours

Full-time employees work 40 hours/week. There are also some part-time opportunities, averaging 26 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	86%
Paid Sick Leave:	86%
Retirement Plans:	57%
Medical Insurance:	100%
Dental Insurance:	71%
Vision Insurance:	57%
Life Insurance:	14%
Child Care:	0%

No. firms responding: 7/7

Recruitment Methods

Employees' Referrals:	90%
Newspaper Advertisements:	50%
Public School/Program Referrals:	40%
Unsolicited Applicants:	40%
In-house Promotions/Transfers:	30%
Private School Referrals:	30%
Private Employment Agencies:	20%

Major Employing Industries

Ranked by occupational size

- Retail Pharmacies
- Acute Care Hospitals

Other Sources of Information

- California Occupational Guide
No. N/A

Pharmacy Technicians fill orders for unit doses and prepackaged pharmaceuticals and perform other related duties under the supervision and direction of a pharmacy supervisor or staff pharmacist. Their duties include keeping records of drugs delivered to the pharmacy, storing incoming merchandise in proper locations, and informing the supervisor of stock needs and shortages. They may clean equipment used in the performance of duties and assist in the care and maintenance of equipment and supplies.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Knowledge of IV additive calculations
- Knowledge of drug inventory and storage techniques
- Knowledge of pharmacy laws, rules, and regulations
- Ability to use medical mathematics
- Problem solving skills
- Ability to type at least 35 wpm
- Ability to use computerized reference material
- Ability to calculate weights and measurements
- Ability to follow government regulations and reporting requirements
- Data entry skills
- Record keeping skills

Physical Abilities:

- Manual dexterity
- Good eye-hand coordination
- Good vision
- Ability to stand continuously for two or more hours

Personal or Other Skills:

- Customer service skills
- Ability to concentrate for long periods of time
- Ability to pay attention to detail
- Ability to work under pressure
- Good grooming skills
- Ability to work independently
- Willingness to work with close supervision
- Ability to work as part of a team
- Willingness to work nights, weekends, and holidays

Basic Skills:

- Oral communication skills
- Ability to read and follow instructions
- Ability to write legibly

Training, Experience & Other Requirements

Registration:

Pharmacy Technicians are required to be registered in California. Applicants must either have an associate degree in a directly related field of study, completed a state-approved pharmacy technician training program, or have one year of experience performing specific duties in a pharmacy.

Training & Education:

Almost all recent hires have a high school diploma or equivalent; a few have some college background, but no degree. Formal training is available through private vocational schools and community colleges.

Experience:

Employers usually require 6-42 months of related experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is *somewhat difficult* finding inexperienced applicants.

Experienced:

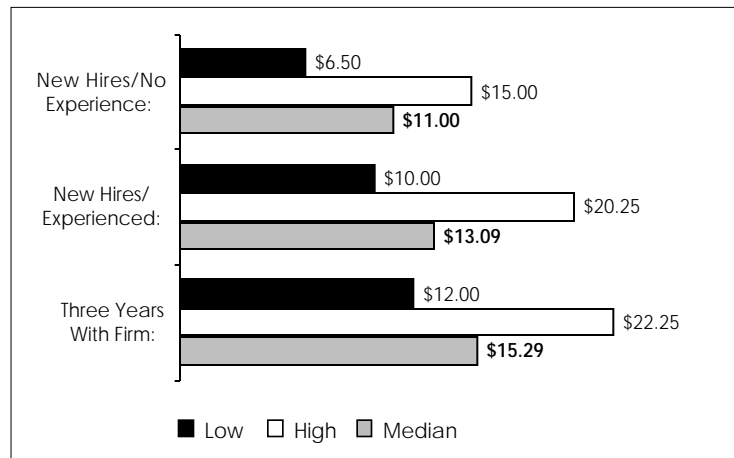
Employers reported it is *somewhat difficult* finding experienced applicants.

Number of firms responding to survey: 16

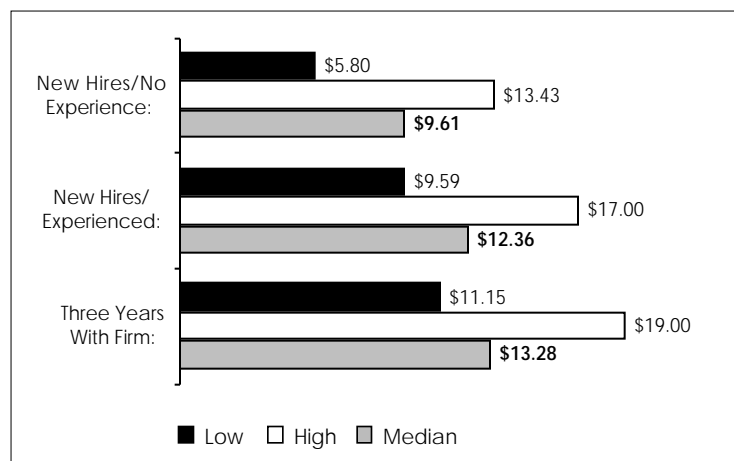
Pharmacy Technicians (cont.)

Hourly Wages: Low, High & Median (Fall 1997)

Non-Union



Union



Hours

Full-time employees work 40 hours/week. There are also some part-time opportunities, averaging 19 hours/week.

Employment Statistics & Trends

Occupation Size: *Small*
 1994 Estimated Employment: 450
 Projected Job Growth 1994-2001: 2.2%
 Occupation Growth: *Slower Than Average*

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	93%	50%
Paid Sick Leave:	80%	50%
Retirement Plans:	80%	50%
Medical Insurance:	100%	50%
Dental Insurance:	80%	40%
Vision Insurance:	67%	40%
Life Insurance:	53%	20%
Child Care:	0%	0%

No. firms responding: 15/15 10/10

Recruitment Methods

Employees' Referrals:	80%
Newspaper Advertisements:	67%
Public School/Program Referrals:	47%
Unsolicited Applicants:	33%
Private School Referrals:	27%
In-house Promotions/Transfers:	20%

Major Employing Industries

Ranked by occupational size

- Acute Care Hospitals
- Retail Pharmacies

Other Sources of Information

- California Occupational Guide No. 456 (1995)

Phlebotomists draw blood from patients or donors in hospitals, independent clinical laboratories, blood banks, or similar facilities, for analysis or other medical purposes. They may perform related clerical and/or routine laboratory tasks.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Knowledge of medical procedures and conditions
- Knowledge of the anatomy and physiology of the circulatory system
- Knowledge of specimen processing and handling skills
- Record keeping skills

Personal or Other Skills:

- Customer service skills
- Understanding of a variety of cultures
- Willingness to work nights, weekends, and holidays
- Ability to work independently
- Ability to work as part of a team

Basic Skills:

- Oral communication skills
- Ability to write legibly

Training, Experience & Other Requirements

Certification:

Phlebotomists are required to be certified in California. Applicants must have successfully completed a state approved phlebotomy training program.

Training & Education:

Many recent hires have a high school diploma or equivalent; some have a college background, but no degree. Formal training is available through a university extension program.

Experience:

Most employers require 6-12 months of related experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is a little difficult finding inexperienced applicants.

Experienced:

Employers reported it is a little difficult finding experienced applicants.

Number of firms responding to survey: 14

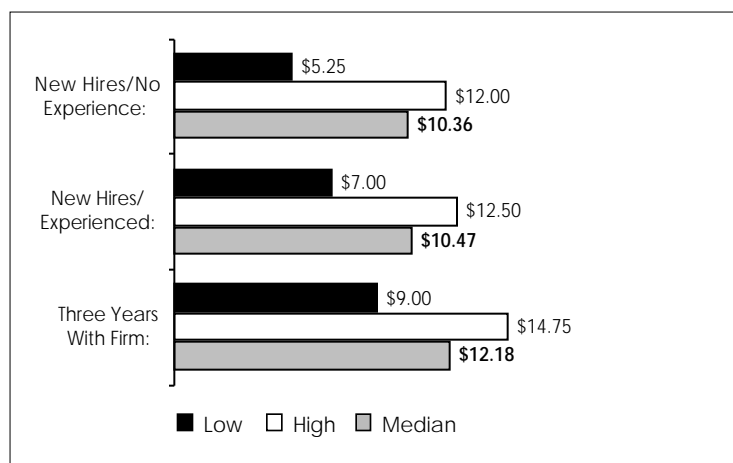
Phlebotomists (cont.)

Employment Statistics & Trends

Occupation Size:	Small
1994 Estimated Employment:	N/A
Projected Job Growth 1994-2001:	N/A
Occupation Growth:	*

* Most employers responding to the survey expect their firms' employment in this occupation to remain stable or grow over the next three years.

Hourly Wages: Low, High & Median (Fall 1997)



Hours

Full-time employees work 35-40 hours/week. There are also a few part-time opportunities, averaging 23 hours/week.

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	100%	60%
Paid Sick Leave:	100%	60%
Retirement Plans:	79%	60%
Medical Insurance:	100%	60%
Dental Insurance:	86%	60%
Vision Insurance:	86%	60%
Life Insurance:	71%	50%
Child Care:	0%	0%

No. firms responding: 14/14 10/10

Recruitment Methods

Newspaper Advertisements:	79%
Employees' Referrals:	71%
In-house Promotions/Transfers:	71%
Unsolicited Applicants:	71%
Private School Referrals:	29%
Public School/Program Referrals	29%

Major Employing Industries

Ranked by occupational size

- Acute Care Hospitals
- Independent Clinical Laboratories

Other Sources of Information

- California Occupational Guide
No. N/A

Property and Real Estate Managers and Administrators plan, organize, direct, control, or coordinate real estate property management, purchase, sales and leasing activities. Their work involves management of buildings or properties, management of real estate buying and selling activities for clients or employers, and management of rented or leased housing units, buildings, or land (including rights-of-way). This occupation does not include workers whose duties are not primarily managerial or who are engaged primarily in direct buying or selling of real estate.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Knowledge of property management law
- Knowledge of risk management and insurance
- Knowledge of environmental health and safety issues, e.g., indoor air quality
- Knowledge of building mechanical systems
- Real property administration skills
- Negotiation skills
- Leasing and marketing skills
- Problem solving skills
- Supervisory skills
- Ability to use word processing software

Personal or Other Skills:

- Public contact skills
- Good grooming skills
- Ability to work independently
- Willingness to work nights, weekends, and holidays

Basic Skills:

- Business math skills
- Oral communication skills
- Ability to write effectively

Training, Experience & Other Requirements

Training & Education:

Most recent hires have a bachelor's degree; a few have some college background or a high school diploma or equivalent. Formal training is available through private vocational schools and professional associations.

Experience:

Most employers require 12-72 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is somewhat difficult finding inexperienced applicants.

Experienced:

Employers reported it is somewhat difficult finding experienced applicants.

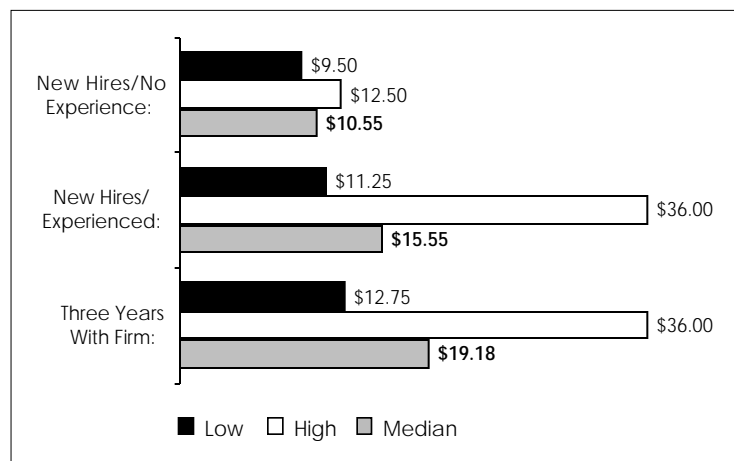
Employment Statistics & Trends

Occupation Size:	Medium
1994 Estimated Employment:	1,390
Projected Job Growth 1994-2001:	7.2%
Occupation Growth:	Much Faster than Average

Number of firms responding to survey: 15

Property & Real Estate Managers & Administrators (cont.)

Hourly Wages: Low, High & Median (Fall 1997)



Hours

Full-time employees work 37-60 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	87%
Paid Sick Leave:	80%
Retirement Plans:	47%
Medical Insurance:	93%
Dental Insurance:	73%
Vision Insurance:	40%
Life Insurance:	47%
Child Care:	0%

No. firms responding: 15/15

Recruitment Methods

In-house Promotions/Transfers:	47%
Newspaper Advertisements:	47%
Employees' Referrals:	33%
Private Employment Agencies:	27%
Private School Referrals:	13%
Public School/Program Referrals:	13%

Major Employing Industries

Ranked by occupational size

- Real Estate Management Companies

Other Sources of Information

- California Occupational Guide No. 423 (1995)

Sales Agents and Placers sell or advise clients on life insurance, endowments, fire, accident, and other types of insurance. They may refer clients to independent brokers, or work as an independent broker, or be employed by an insurance company.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Ability to apply sales techniques
- Ability to interpret policy coverages
- Verbal presentation skills
- Report writing skills
- Bondable
- Ability to use word processing software

Personal or Other Skills:

- Outgoing personality
- Initiative
- Customer service skills
- Good grooming skills
- Time management skills
- Ability to work independently
- Ability to work as part of a team

Basic Skills:

- Business math skills
- Ability to write effectively
- Oral communication skills

Training, Experience & Other Requirements

Licensing:

Sales Agents & Placers, Insurance, are required to be licensed in California. Applicants must have at least 52 hours of approved classroom study and successfully pass a written examination. In addition, applicants must either be endorsed/appointed by an insurance organization or post a \$10,000 insurance bond, depending on the type of license applied for and insurance to be sold.

Training & Education:

Most recent hires have a bachelor's degree; some have a college background, but no degree.

Experience:

Employers may require between 24-48 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is *somewhat difficult* finding inexperienced applicants.

Experienced:

Employers reported it is *somewhat difficult* finding experienced applicants.

Number of firms responding to survey: 16

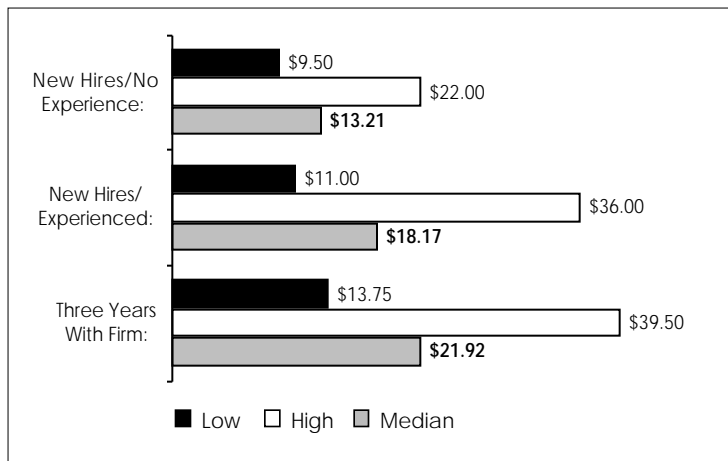
Sales Agents & Placers, Insurance (cont.)

Employment Statistics & Trends

Occupation Size:	Large
1994 Estimated Employment:	1,560
Projected Job Growth 1994-2001:	-7.7%
Occupation Growth:	Decline*

* In contrast to the above EDD projections, most employers responding to the survey expect their firms' employment in this occupation to grow over the next three years.

Hourly Wages: Low, High & Median (Fall 1997)



Fringe Benefits

	Full-time
Paid Vacation:	75%
Paid Sick Leave:	75%
Retirement Plans:	81%
Medical Insurance:	100%
Dental Insurance:	75%
Vision Insurance:	38%
Life Insurance:	75%
Child Care:	6%

No. firms responding: 16/16

Recruitment Methods

In-house Promotions/Transfers:	94%
Employees' Referrals:	75%
Newspaper Advertisements:	63%
Unsolicited Applicants:	50%
Private School Referrals:	38%
Public School/Program Referrals:	38%
Employment Development Department:	31%
Private Employment Agencies:	19%

Major Employing Industries

Ranked by occupational size

- Insurance Agents, Brokers & Services
- Insurance Carriers

Other Sources of Information

- California Occupational Guide No. 455 (1995)

Surgical Technicians assist the surgical team during surgical procedures and in the preparation for surgery. Under the direct supervision of a Registered Nurse, they arrange sterile setups, count sponges, needles, and instruments before and during surgery, check the operation of equipment, and clean and restock the operating room. They may pass instruments and supplies to surgeons, and may assist in transporting, positioning, prepping, and draping patients for surgery. They may be known as Surgical Technologists. This occupation does not include Surgical Assistants who perform such tasks as retracting tissue, suturing skin, and suctioning blood during surgery.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Completion of a surgical technician training program
- Knowledge of anatomy and physiology
- Knowledge of medical terminology
- Knowledge of asepsis, sterilization, and disinfection procedures
- Ability to select and prepare supplies and equipment for the operative team
- Ability to assist in preparing patients for surgery
- Ability to anticipate the needs of a surgeon
- Ability to properly handle surgical specimens and body fluids
- Ability to perform cardiopulmonary resuscitation (CPR)

Physical Abilities:

- Manual dexterity
- Ability to stand continuously for two or more hours

Personal or Other Skills:

- Ability to relate to patients
- Ability to pay attention to detail
- Good grooming skills
- Emotional stability
- Patience
- Organizational skills
- Ability to handle multiple priorities
- Ability to work quickly and accurately
- Ability to work independently
- Ability to work as part of a team
- Willingness to work nights, weekends, and holidays

Basic Skills:

- Ability to follow oral instructions
- Ability to read and follow instructions
- Oral communication skills
- Basic math skills

Training, Experience & Other Requirements

Voluntary Certification:

Surgical Technicians can voluntarily obtain certification as a Certified Surgical Technologist (CST) through the Liaison Council on Certification for the Surgical Technologist. Applicants must have successfully completed an approved training program and pass a written examination. CST certification is preferred or required by many employers.

Training & Education:

Most recent hires have an associate degree; a few have some college background, but no degree. Formal training is available through a community college.

Experience:

Most employers require 6-30 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is *somewhat difficult* finding inexperienced applicants.

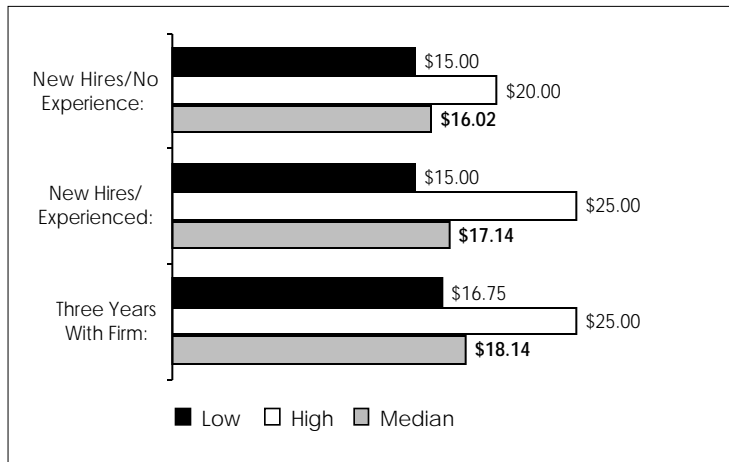
Experienced:

Employers reported it is *somewhat difficult* finding experienced applicants.

Number of firms responding to survey: 9

Surgical Technicians (cont.)

Hourly Wages: Low, High & Median (Fall 1997)



Hours

Full-time employees work 40 hours/week. There are also a few part-time opportunities, averaging 21 hours/week.

Employment Statistics & Trends

Occupation Size: *Small*
1994 Estimated Employment: *130*
Projected Job Growth 1994-2001: *15.4%*
Occupation Growth: *Much Faster Than Average*

Fringe Benefits

	Full-time
Paid Vacation:	100%
Paid Sick Leave:	100%
Retirement Plans:	75%
Medical Insurance:	100%
Dental Insurance:	88%
Vision Insurance:	75%
Life Insurance:	75%
Child Care:	0%

No. firms responding: *8/8*

Recruitment Methods

Newspaper Advertisements:	88%
Employees' Referrals:	50%
Private School Referrals:	38%
Unsolicited Applicants:	38%
Public School/Program Referrals:	25%

Major Employing Industries

Ranked by occupational size

- Acute Care Hospitals
- Plastic Surgeons' Offices
- Outpatient Surgery Centers

Other Sources of Information

- California Occupational Guide No. 462 (1996)

Teachers, Elementary School

OES 313050

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. This occupation does not include special education teachers who teach only handicapped pupils.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Ability to plan and evaluate lessons
- Ability to motivate students
- Classroom management skills
- Problem solving skills
- Conflict resolution skills
- Ability to work with parents
- Supervisory skills
- Record keeping skills
- Ability to administer emergency first aid

Personal or Other Skills:

- Understanding of a variety of cultures
- Interpersonal skills
- Organizational skills
- Patience
- Creativity
- Ability to work independently
- Ability to work as part of a team

Basic Skills:

- Ability to write effectively
- Oral communication skills

Training, Experience & Other Requirements

Credentialing:

Elementary School Teachers who work in California public schools are required to have a Multiple Subject Teaching Credential. Applicants must have a bachelor's or higher degree, completed an approved teacher preparation program, pass the California Basic Education Skills Test (CBEST), and demonstrate knowledge of the subject matters to be taught by either passing a written examination or by taking relevant courses. Some private school employers also prefer or require the credential.

Training & Education:

All recent hires in public schools have met the above minimum requirements. Almost all recent hires in private schools have a bachelor's degree; a few have completed graduate study.

Experience:

Most employers require 12-24 months of related experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is a little difficult finding inexperienced applicants.

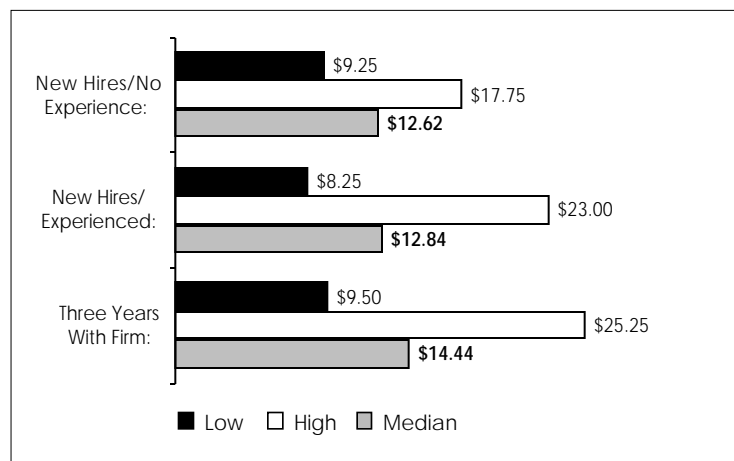
Experienced:

Employers reported it is a little difficult finding experienced applicants.

Number of firms responding to survey: 15

Teachers, Elementary School (cont.)

Hourly Wages: Low, High & Median (Fall 1997)



Hours

Full-time employees work 35-60 hours/week. There are also a few part-time opportunities, averaging 19 hours/week.

Employment Statistics & Trends

Occupation Size: Very Large
 1994 Estimated Employment: 5,360
 Projected Job Growth 1994-2001: 4.7%
 Occupation Growth: Much Faster Than Average

Fringe Benefits

	Full-time
Paid Vacation:	67%
Paid Sick Leave:	87%
Retirement Plans:	67%
Medical Insurance:	93%
Dental Insurance:	80%
Vision Insurance:	40%
Life Insurance:	40%
Child Care:	40%

No. firms responding: 15/15

Recruitment Methods

Private School Referrals:	71%
Newspaper Advertisements:	64%
Public School/Program Referrals:	64%
Employees' Referrals:	57%
In-house Promotions/Transfers:	43%
Unsolicited Applicants:	43%
Employment Development Department:	21%
Private Employment Agencies:	14%

Major Employing Industries

Ranked by occupational size

- Elementary Schools

Other Sources of Information

- California Occupational Guide No. 10 (1996)

Technical Writers write or edit technical materials, such as equipment manuals, appendices, and operating and maintenance instructions. They may oversee the preparation of illustrations, photographs, diagrams, and charts and assist in layout work.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

- Ability to use vocabulary, punctuation, and capitalization effectively
- Ability to write "hardcopy" manuals and other technical documents using clear, concise instructions
- Ability to design and develop "on-line" help, manuals, documentation, etc.
- Ability to edit and revise basic to highly complex technical documents
- Publication design and graphic skills
- Ability to use writing development tools, e.g., RoboHelp
- Analytical skills
- Problem solving skills
- Interviewing skills
- Project management skills
- Ability to use word processing software

Personal or Other Skills:

- Ability to concentrate for long periods of time
- Ability to pay attention to detail
- Ability to handle multiple priorities
- Interpersonal skills
- Ability to meet deadlines
- Organizational skills
- Ability to work independently
- Ability to work as part of a team

Basic Skills:

- Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Almost all recent hires have a bachelor's degree. Formal training is available through private vocational schools and universities.

Experience:

Almost all employers require 12-36 months of related experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is *somewhat difficult* finding inexperienced applicants.

Experienced:

Employers reported it is *somewhat difficult* finding experienced applicants.

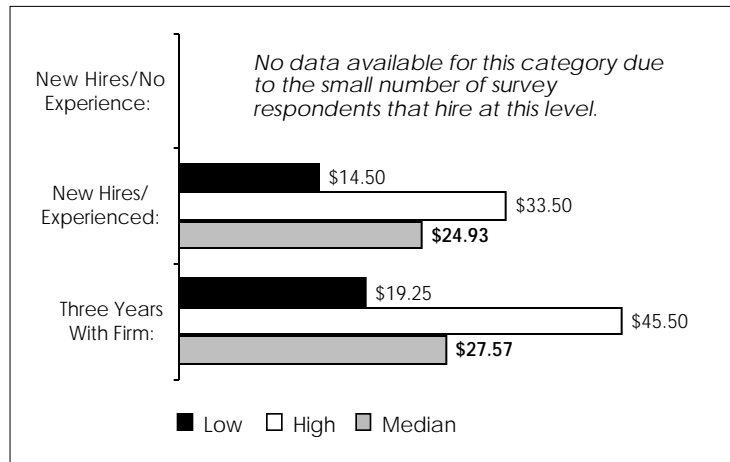
Employment Statistics & Trends

Occupation Size:	Small
1994 Estimated Employment:	170
Projected Job Growth 1994-2001:	29.4%
Occupation Growth:	Much Faster Than Average

Number of firms responding to survey: 15

Technical Writers (cont.)

Hourly Wages: Low, High & Median (Fall 1997)



Hours

Full-time employees work 38-50 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	100%
Paid Sick Leave:	100%
Retirement Plans:	80%
Medical Insurance:	100%
Dental Insurance:	80%
Vision Insurance:	67%
Life Insurance:	87%
Child Care:	7%

No. firms responding: 15/15

Recruitment Methods

Employees' Referrals:	80%
Newspaper Advertisements:	67%
In-house Promotions/Transfers:	47%
Private Employment Agencies:	33%
Internet	13%
Professional Associations	13%
Unsolicited Applicants:	13%

Major Employing Industries

Ranked by occupational size

- Computer Software Companies
- Engineering Services
- Computer Programming Services

Other Sources of Information

- California Occupational Guide No. 138 (1995)

Tellers receive and pay out money, and keep records of money and negotiable instruments involved in various financial institutions' transactions.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Ability to apply sales techniques to bank products
 Ability to perform a variety of daily transaction procedures
 Ability to follow established security/emergency procedures
 Knowledge of Truth-in-Savings regulations
 Ability to use the Currency Transaction Report
 Ability to identify genuine and counterfeit currency
 Record keeping skills

Physical Abilities:

Ability to stand continuously for two or more hours

Personal or Other Skills:

Pleasant personality
 Customer service skills
 Good grooming skills
 Ability to pay attention to detail
 Patience
 Organizational skills
 Ability to work under pressure
 Ability to work independently
 Willingness to work with close supervision
 Ability to work as part of a team

Basic Skills:

Oral communication skills
 Basic math skills
 Ability to read and follow instructions

Training, Experience & Other Requirements

Training & Education:

Most recent hires have some college background; some have a high school diploma or equivalent. Formal training is available through regional occupational programs.

Experience:

Many employers require 6-14 months of related experience, but sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is a little difficult finding inexperienced applicants.

Experienced:

Employers reported it is somewhat difficult finding experienced applicants.

Employment Statistics & Trends

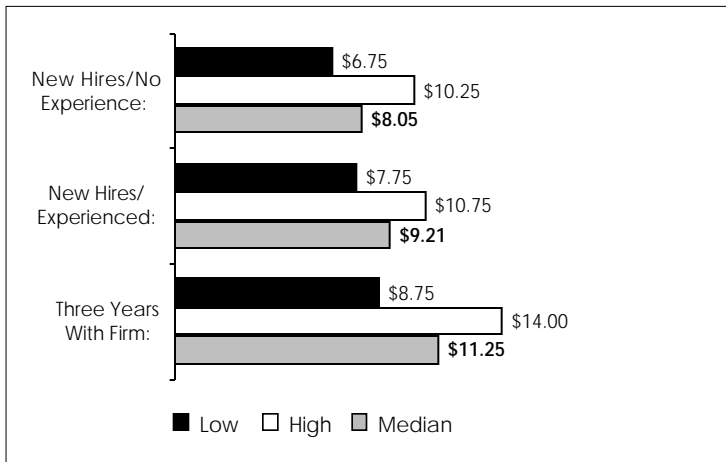
Occupation Size:	Very Large
1992 Estimated Employment:	8,100
Projected Job Growth 1992-99:	-15.9%
Occupation Growth:	Decline*

* In contrast to the above EDD projections, most employers responding to the survey expect their firms' employment in this occupation to grow over the next three years.

Number of firms responding to survey: 15

Tellers (cont.)

Hourly Wages: Low, High & Median (Fall 1997)



Hours

Full-time employees work 40 hours/week. Part-time employees work an average of 24 hours/week.

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	100%	60%
Paid Sick Leave:	100%	60%
Retirement Plans:	62%	60%
Medical Insurance:	100%	70%
Dental Insurance:	100%	70%
Vision Insurance:	77%	60%
Life Insurance:	92%	60%
Child Care:	0%	10%

No. firms responding: 13/13 10/10

Recruitment Methods

Newspaper Advertisements:	93%
Employees' Referrals:	73%
In-house Promotions/Transfers:	47%
Employment Development Department:	27%
Unsolicited Applicants:	20%
Private Employment Agencies:	13%
Public School/Program Referrals:	13%

Major Employing Industries

Ranked by occupational size

- Banks
- Savings & Loans
- Credit Unions

Other Sources of Information

- California Occupational Guide No. 109 (1995)

Truck Drivers, Light

OES 971050

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under three tons. They deliver or pick up merchandise and may load and unload trucks. This occupation does not include workers whose duties include sales.

Occupational Skills & Abilities

Qualifications rated as important for job entry are listed.

Technical Skills:

Valid driver's license
Understanding of inventory techniques
Ability to read invoices
Record keeping skills
Knowledge of local streets
Map reading skills
Cash handling skills
Bondable

Physical Abilities:

Ability to lift and move at least 25 lbs. repeatedly

Personal or Other Skills:

Good DMV driving record
Customer service skills
Ability to work under pressure
Ability to work independently

Basic Skills:

Basic math skills
Ability to read and follow instructions
Ability to write legibly
Oral communication skills

Training, Experience & Other Requirements

Training & Education:

All recent hires have a high school diploma or equivalent.

Experience:

Employers sometimes require 5-18 months experience.

Supply & Demand Assessment

Inexperienced:

Employers reported it is somewhat difficult finding inexperienced applicants.

Experienced:

Employers reported it is somewhat difficult finding experienced applicants.

Employment Statistics & Trends

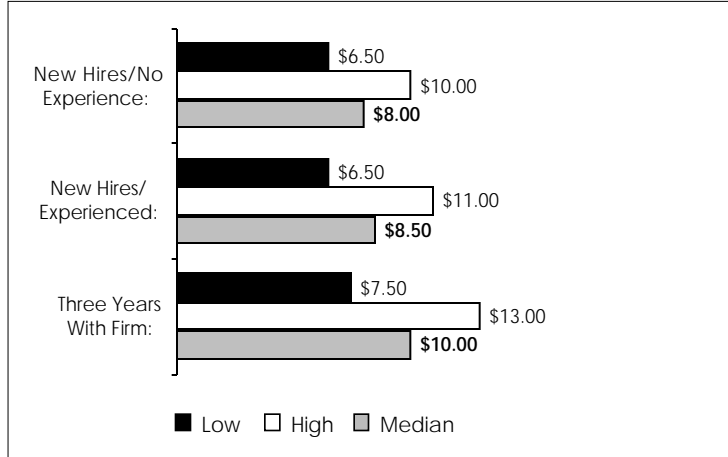
Occupation Size: Very Large
1994 Estimated Employment: 3,630
Projected Job Growth 1994-2001: 5.0%
Occupation Growth: Much Faster Than Average

Number of firms responding to survey: 15

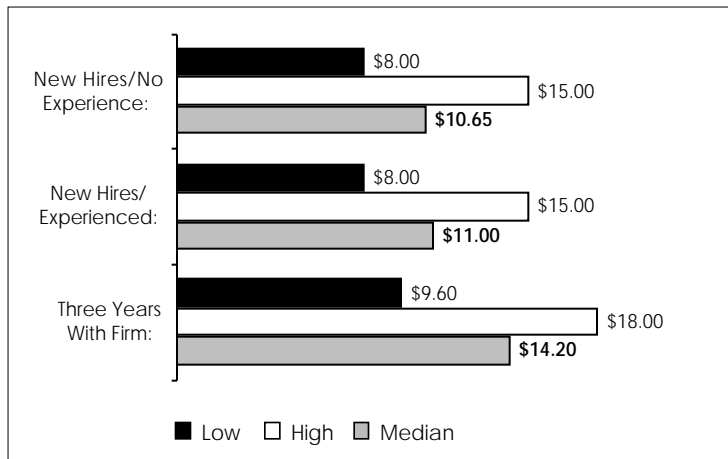
Truck Drivers, Light (cont.)

Hourly Wages: Low, High & Median (Fall 1997)

Non-Union



Union



Hours

Full-time employees work 40 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	87%
Paid Sick Leave:	73%
Retirement Plans:	60%
Medical Insurance:	93%
Dental Insurance:	87%
Vision Insurance:	60%
Life Insurance:	60%
Child Care:	0%

No. firms responding: 15/15

Recruitment Methods

Employees' Referrals:	80%
Newspaper Advertisements:	40%
Union Hall Referrals:	40%
In-house Promotions/Transfers:	20%
Employment Development Department:	13%
Private Employment Agencies:	13%
Public School/Program Referrals:	13%
Unsolicited Applicants:	13%

Major Employing Industries

Ranked by occupational size

- Courier Services
- Automotive Parts Companies
- Newspaper Publishers
- Food Product Companies

Other Sources of Information

- California Occupational Guide No. N/A

Listing of Occupations Surveyed

Listed below are occupations which have been surveyed in San Francisco County. Copies of the individual occupational summaries are available at no cost through the Private Industry Council of San Francisco. To order, please check the summaries you wish to receive and complete the mailing information on the reverse side.

<u>Occupational Title</u>	<u>Year</u>	<u>OES *</u>	<u>Occupational Title</u>	<u>Year</u>	<u>OES *</u>
<input type="checkbox"/> Accountants & Auditors	1996	211140	<input type="checkbox"/> Emergency Medical Technicians-I	1991	325081
<input type="checkbox"/> Architects (except landscape & marine)	1995	223020	<input type="checkbox"/> Emergency Medical Technicians-Paramedic (EMT-P)	1991	325083
<input type="checkbox"/> Automotive Body & Related Repairers	1997	853050	<input type="checkbox"/> File Clerks	1991	553210
<input type="checkbox"/> Automotive Mechanics	1995	853020	<input type="checkbox"/> Financial Planners	1993	430142
<input type="checkbox"/> Baggage Porters & Bellhops	1992	680230	<input type="checkbox"/> Food Preparation Workers	1995	650380
<input type="checkbox"/> Bicycle Repairers	1993	859510	<input type="checkbox"/> Food Service Managers	1995	150261
<input type="checkbox"/> Bill & Account Collectors	1994	535080	<input type="checkbox"/> Gardeners, Groundskeepers	1996	790300
<input type="checkbox"/> Billing, Cost & Rate Clerks	1995	553440	<input type="checkbox"/> General Office Clerks	1996	553470
<input type="checkbox"/> Billing, Posting & Calculating Machine Operators	1991	560020	<input type="checkbox"/> Guards & Watchguards	1996	630470
<input type="checkbox"/> Bookkeeping, Accounting & Auditing Clerks (including Bookkeepers)	1996	553380	<input type="checkbox"/> Guides	1993	680170
<input type="checkbox"/> Bread & Pastry Bakers	1994	650210	<input type="checkbox"/> Hairdressers, Hairstylists & Cosmetologists	1996	680050
<input type="checkbox"/> Broadcast Technicians	1995	340280	<input type="checkbox"/> Heating, Air Conditioning & Refrigeration Mechanics & Installers	1997	859020
<input type="checkbox"/> Cabinetmakers & Bench Carpenters	1997	893110	<input type="checkbox"/> Home Appliance & Power Tool Repairers	1996	857111
<input type="checkbox"/> Carpet Installers	1991	876020	<input type="checkbox"/> Home Health Care Workers	1994	660110
<input type="checkbox"/> Cashiers	1997	490230	<input type="checkbox"/> Host & Hostesses, Restaurant, Lounge or Coffee Shop	1996	650020
<input type="checkbox"/> Child Care Workers	1997	680380	<input type="checkbox"/> Hotel Desk Clerks	1995	538080
<input type="checkbox"/> Civil Engineering Technicians & Technologists	1991	225020	<input type="checkbox"/> Instructional Aides	1997	315211
<input type="checkbox"/> Computer Animators	1996	N/A	<input type="checkbox"/> Insurance Adjusters, Examiners & Investigators	1994	533020
<input type="checkbox"/> Computer Engineers	1995	221270	<input type="checkbox"/> Insurance Claims Clerks	1994	533110
<input type="checkbox"/> Computer Network Technicians	1996	N/A	<input type="checkbox"/> Janitors & Cleaners (except Maids & Housekeeping Cleaners)	1996	670050
<input type="checkbox"/> Computer Operators	1996	560110	<input type="checkbox"/> Kindergarten Teachers	1995	313022
<input type="checkbox"/> Computer Programmers	1997	251051	<input type="checkbox"/> Legal Secretaries	1994	551020
<input type="checkbox"/> Cooks, Restaurant	1996	650260	<input type="checkbox"/> Librarians, Professional	1993	315020
<input type="checkbox"/> Cooks, Short Order	1996	650350	<input type="checkbox"/> Library Assistants & Book Mobile Drivers	1993	539020
<input type="checkbox"/> Counter & Rental Clerks	1997	490170	<input type="checkbox"/> Licensed Vocational Nurses	1997	325050
<input type="checkbox"/> Data Entry Keyers (except composing)	1995	560170	<input type="checkbox"/> Loan & Credit Clerks	1994	531210
<input type="checkbox"/> Data Processing Equipment Repairers	1994	857050	<input type="checkbox"/> Loan Officers & Counselors	1994	211080
<input type="checkbox"/> Dental Assistants	1994	660020	<input type="checkbox"/> Lodging Managers	1997	150262
<input type="checkbox"/> Dental Hygienists	1997	329080	<input type="checkbox"/> Mail Machine Operators, Preparation & Handling	1992	560080
<input type="checkbox"/> Dental Laboratory Technicians, Precision	1994	899210	<input type="checkbox"/> Medical & Clinical Laboratory Assistants	1997	329050
<input type="checkbox"/> Dining Room & Cafeteria Attendants, Bartender Helpers	1996	650140	<input type="checkbox"/> Medical & Clinical Laboratory Technologists	1997	329020
<input type="checkbox"/> Dispatchers	1993	580050	<input type="checkbox"/> Medical Assistants (doctor's office)	1996	660050
<input type="checkbox"/> Drafters	1995	225140	<input type="checkbox"/> Medical Records Technicians	1994	329110
<input type="checkbox"/> Electrical & Electronic Engineering Technicians & Technologists	1992	225050	<input type="checkbox"/> New Accounts Clerks	1994	531050
			<input type="checkbox"/> Nurse Aides	1996	660080
			<input type="checkbox"/> Occupational Therapists	1994	323050

* Occupational Employment Statistic code

<u>Occupational Title</u>	<u>Year</u>	<u>OES *</u>	<u>Occupational Title</u>	<u>Year</u>	<u>OES *</u>
<input type="checkbox"/> Office Machine & Cash Register Servicers	1997	859260	<input type="checkbox"/>		Reservation & Transportation Ticket Agents
<input type="checkbox"/> Offset Lithographic Press Setters & Set-Up Operators	1992	925120			1995
<input type="checkbox"/> Opticians, Dispensing & Measuring	1996	325140	<input type="checkbox"/> 538050 Sales Agents & Placers, Insurance	1997	430020
<input type="checkbox"/> Order Clerks, Materials, Merchandise & Service	1996	553230	<input type="checkbox"/> Sales Agents, Advertising	1996	430230
<input type="checkbox"/> Paralegal Personnel	1994	283050	<input type="checkbox"/> Salespersons, Parts	1995	490140
<input type="checkbox"/> Payroll & Timekeeping Clerks	1997	553410	<input type="checkbox"/> Salespersons, Retail (except vehicle sales)	1995	490112
<input type="checkbox"/> Personnel Clerks	1997	553140	<input type="checkbox"/> Secretaries, General	1996	551080
<input type="checkbox"/> Pharmacists	1994	325170	<input type="checkbox"/> Secretaries, Medical	1995	551050
<input type="checkbox"/> Pharmacy Assistants	1997	N/A	<input type="checkbox"/> Securities Brokers	1993	430141
<input type="checkbox"/> Pharmacy Technicians	1997	325180	<input type="checkbox"/> Stationary Engineers	1996	950320
<input type="checkbox"/> Phlebotomists	1997	N/A	<input type="checkbox"/> Stock Clerks, Sales Floor	1995	490210
<input type="checkbox"/> Physical Therapist Assistants	1994	660171	<input type="checkbox"/> Stock Clerks, Stockroom, Warehouse & Storage Yard	1995	580230
<input type="checkbox"/> Physical Therapists	1994	323080	<input type="checkbox"/> Surgical Technicians	1997	329280
<input type="checkbox"/> Physical Therapy Aides	1994	660172	<input type="checkbox"/> Switchboard Operators	1992	571020
<input type="checkbox"/> Physician Assistants	1994	325110	<input type="checkbox"/> Systems Analysts, Electronic Data Processing	1996	251020
<input type="checkbox"/> Plumbers, Pipefitters & Steamfitters	1995	875020	<input type="checkbox"/> Taxi Drivers & Chauffeurs	1994	971140
<input type="checkbox"/> Preschool Teachers	1995	313021	<input type="checkbox"/> Teachers, Elementary School	1997	313050
<input type="checkbox"/> Printing Press Machine Operators & Tenders	1995	925430	<input type="checkbox"/> Teachers, Secondary School	1997	313080
<input type="checkbox"/> Production, Planning & Expediting Clerks	1991	580080	<input type="checkbox"/> Teachers, Special Education	1997	313110
<input type="checkbox"/> Property & Real Estate Managers & Administrators	1997	150110	<input type="checkbox"/> Technical Writers	1997	340050
<input type="checkbox"/> Radiologic Technologists, Diagnostic	1995	329210	<input type="checkbox"/> Tellers	1997	531020
<input type="checkbox"/> Real Estate Appraisers	1994	430110	<input type="checkbox"/> Traffic, Shipping & Receiving Clerks	1995	580280
<input type="checkbox"/> Real Estate Brokers	1993	430050	<input type="checkbox"/> Travel Agents	1996	430210
<input type="checkbox"/> Real Estate Clerks	1993	539140	<input type="checkbox"/> Truck Drivers, Light (including delivery & route drivers)	1997	971050
<input type="checkbox"/> Real Estate Sales Agents	1993	430080	<input type="checkbox"/> Typists (including word processing)	1995	553070
<input type="checkbox"/> Receptionists & Information Clerks	1995	553050	<input type="checkbox"/> Veterinary Technicians & Technologists	1994	329510
<input type="checkbox"/> Registered Nurses	1996	325020	<input type="checkbox"/> Waiters & Waitresses	1996	650080
* Occupational Employment Statistic code			<input type="checkbox"/> Web Site Designers	1996	N/A
			<input type="checkbox"/> Welders & Cutters	1994	939140
			<input type="checkbox"/> Wholesale & Retail Buyers (excluding farm products)	1992	213020

Occupational Summaries Order Form

Mail orders to: Private Industry Council of San Francisco, Inc.
1650 Mission Street, Suite 300, San Francisco, CA 94103-2490

Please send me copies of the occupational summaries indicated.

Name

Title

Organization

Mailing Address

City, State, Zip